EM-COP User Guide

Emergency Management Common Operating Picture (EM-COP)

Powered by NICS

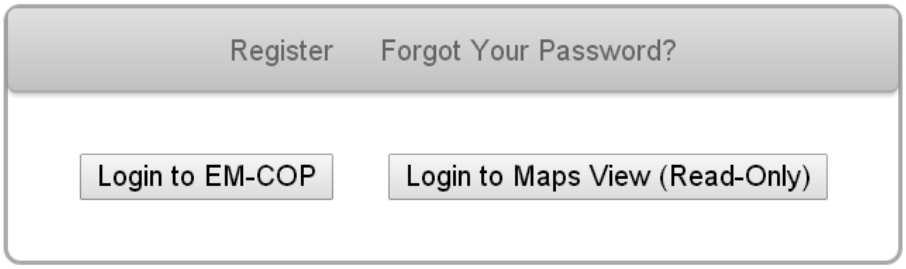

Table of Contents

1. Getting Started with EM-COP 5
1.1 Use of EM-COP 6
1.2 Registering and Logging On 6
1.3 How to Register for Access: first time only 8
1.4 How to Log In 11
2. Getting familiar with EM-COP 13
2.1 Introduction 13
2.2 Buttons and Menus 14
2.3 User Account Info – Name and Password 15
2.4 Useful Hints 15
2.5 Extra Hints for Tablet Users 16
3. Using the Workspace 17
3.1 Customising Your Map View 18
3.2 Customisation Buttons 18
3.3 Selecting your Map Base 19
3.4 Selecting your Data Layers 19
3.5 Checking the Legend of a Data Layer 21
3.6 Managing Data Layers on a Map 21
3.7 Using the Tracking and Weather Menu buttons 22
3.8 Using Map Position Sync 22
4. Mapping and Drawing Tools 23
4.1 Mapping Tool Bar 24
4.2 Drawing Tool Bar 26
4.3 Map/Incident Symbols 27
4.4 Adding Feature Attributes 29
5. Incidents and Rooms 32
5.1 What is an incident? 33
5.2 Incident names 33
5.3 Room names 33
5.4 Saving the Room state 34
6. Creating a New Incident 35
6.1 How to Create a New Incident 37
6.2 Join an Existing Incident 38
6.3 Log Out of an Incident 41
7. Add a Room to an Incident 42

DRAFT

7.1 Room Structure 2014/2015 43
7.2 Rooms Menu 43
7.3 Select a Room 44
7.4 Creating, securing and customising a room 45
8. Copy and Paste Tools 47
8.1 Selecting features to copy 48
8.2 Pasting into another Room 48
9. Chat Collaboration Tools 49
9.1 Whiteboard Chat 50
9.2 Active Users and Private Chat 51
10. Working in the Public Information Rooms 53
10.1 Public Information Rooms 54
10.2 Public Information Symbols 55
11. Tools Menu 62
11.1 Accessing the Tools Menu 63
11.2 Room Management Menu 63
11.2.1 Modify Room Permissions 63
11.2.2 Duplicate this collaboration room or Daily Archive 64
11.2.3 Export Room 66
11.2.4 Get Room Info 66
11.3 Copy drawings from Workspace 67
11.4 Enter Presentation Mode 67
11.5 Show Map Sync Options 67
11.6 Email Feedback Report 67
11.7 View Announcements 67
11.8 Administration 67
11.9 Print This Map 67
12. Using EM-Log 68
12.1 What is EM-Log? 69
12.2 Logging into EM-Log 69
12.3 List entries 69
12.4 List linked entries 70
12.5 Filter entries 70
12.6 Search entries 70
12.6.1 Advanced Search 70
12.6.2 Date Search 70

DRAFT

12.7 Add an Entry 71
12.8 Accessing File Attachments 72
12.9 Copy Text from an Entry 72
12.10 Edit an Entry 72
12.11 Add an update linked to an existing entry 73
12.12 Link an entry to another entry 73
12.13 Unlink an entry from another entry 73
12.14 View user details 73
12.15 Auto refresh 73
12.16 Data connection monitoring 73
12.17 Sound notification 73

DRAFT

1. Getting Started with EM-COP

Introduction

Emergency Management Victoria has developed EM-COP as the tool for building and maintaining a common operating picture for emergency management in Victoria.

What is EM-COP?

The Emergency Management Commissioner has signed a licencing agreement with the US Massachusetts Institute of Technology (MIT) to use their proven NICS technology to build Victoria's EM-COP capability. EM-COP is a web based collaboration and communication tool that:

- can build a sector-wide Common Operating Picture.
- can manage planning, major events, all hazards response and recovery.
- is available licence free to all agencies.
- works on a wide variety of internet connected devices.

Better collaboration and informed decision making, particularly during fast moving events, will lead to better information for the community.

How does EM-COP work?

EM-COP provides a collaboration framework:

- Basic entity is an "Incident" with multiple incident types.
- Each Incident can have multiple "Rooms". Each room has:
  - Basic map view, symbols, text, draw and measurement tools.
  - Wide variety of data layers.
  - Whiteboard chat.
- Private Chat with anyone logged in.
- Single "global log" for key non-spatial information.
- User groups collaborate to build specific parts of the COP in a room then copy to a more public room when approved.
- Each user also has a private Workspace.

In this section

These topics are explained in this section:

Topic	See Page
Using EM-COP	6
Registering and Logging On	6
How to Register for Access	8
How to Log In	11

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1.1 Use of EM-COP

EM-COP versions

Two independent versions of EM-COP have been established; a main **Incident** system and a **Training** system.

Access to the Incident system will be aligned to rollout of EM-COP and will be made available to individuals after training has been undertaken.

The Training version will be made widely available to encourage personnel in the EM sector to become familiar with and test the capabilities of EM-COP

Each version of EM-COP also has a **Maps View Only** login. This allows users to view maps and data layers as described in this document. It also has the ability to view incidents and rooms but cannot access collaboration features in EM-COP such as drawing tools, whiteboard chat or private chat.

Use during the 2014-2015 summer

For the 2014-15 summer, the Incident version of EM-COP will be used for bushfire at the State and Regional tiers. This will involve:

- regional and state control teams, and
- supporting emergency management teams (EMTs)

Other groups will be free to use the incident version of EM-COP for their own purposes, aligned to rollout and training. Access for incident control teams and supporting emergency management teams will be granted in a later stage of the EM-COP rollout, post April 2015.

1.2 Registering and Logging On

Why register?

You must first register on EM-COP to be granted access to log on. You must register separately on the incident and training versions of EM-COP.

Equipment and software required

You will need a computer or tablet device with a web browser and internet access. The browsers you should use are:

- Google Chrome
- Firefox
- Apple Safari, or
- Internet Explorer 10 and later versions.

Note: EM-COP may be problematic on IE-9 and does not work on IE-8 or earlier versions. Users with incompatible browsers may still use the **Map View Only** login.

Who is allowed access?

In the first instance, access to the incident version of EM-COP is limited to personnel working at the state and regional tiers of emergency management. Wider access will be granted in a later stage of the EM-COP rollout, post April 2015.

All valid emergency management personnel are able to register on the training version of EM-COP.

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Types of access

You will be given access appropriate for your role. There are six types of access in EM-COP:

Type of access	Capability in EM-COP
Read Only	❑ join an incident ❑ view incident rooms ❑ use your own workspace to make map annotations
Read / Write (view and enter information)	❑ create incidents ❑ add to incident information ❑ create rooms within an incident
Public Publisher	In addition to Read / Write: ❑ publish information from a room to an external web site
GIS User	In addition to Read / Write: ❑ upload and remove data layers
Org Administrator	In addition to GIS User: ❑ create announcements ❑ archive incidents ❑ grant, change and remove access
Super User	In addition to administrator ❑ move people between agency ❑ link people to multiple agencies ❑ change incident location ❑ delete users

The process to get access to EM-COP involves the following stages:

1. You register on EM-COP.
2. EM-COP sends a verification email back to your registered email address.
3. You click the verification link in the email.
4. You wait for EM-COP to send you an access granted email.

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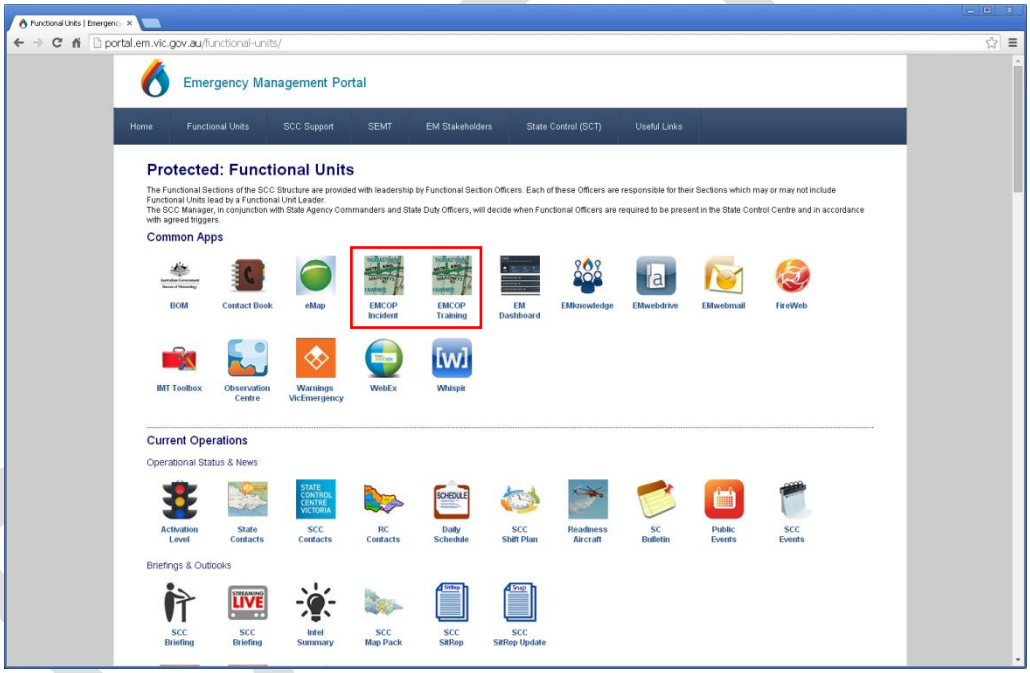
1.3 How to Register for Access: first time only

When to use

Register in EM-COP to be granted access.

Registering on EM-COP

Follow these steps to register on EM-COP.

Step	Action
1.	On an internet enabled computer using either Internet Explorer 10 or greater, Firefox Safari or preferably Chrome, go to EM Portal at: **http://portal.em.vic.gov.au** Select the **Functional Units** page from the menu bar. Password is: **control** Go to the Common Apps section. There are two icons, one for the EMCOP Incident system and one for the Training system.  Click on the **EMCOP Training** icon. **Note:** You must register separately on each system.

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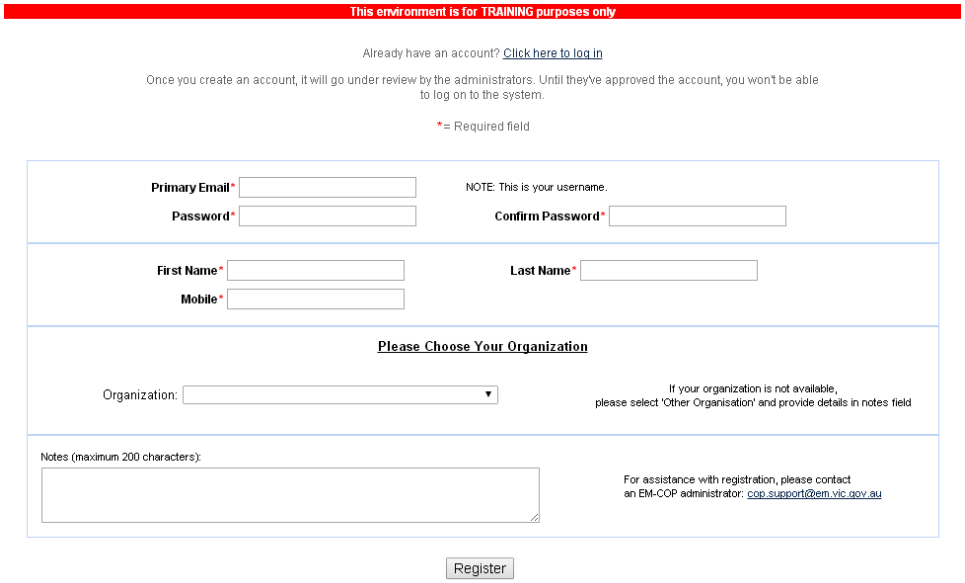
Step	Action
2.	The login page will be displayed: Click on the **Register** link

Step	Action
3.	You should now see the Registration page below.

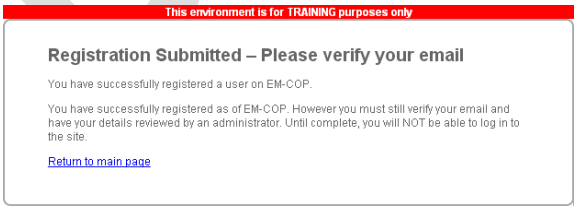

This environment is for TRAINING purposes only
Already have an account? Click here to log in
Once you create an account, it will go under review by the administrators. Until they've approved the account, you won't be able to log on to the system.
*= Required field
Primary Email*
NOTE: This is your username.
Password*
Confirm Password*
First Name*
Last Name*
Mobile*
Please Choose Your Organization
Organization:
If your organization is not available, please select 'Other Organisation' and provide details in notes field
Notes (maximum 200 characters):
For assistance with registration, please contact an EM-COP administrator: cop.support@em.vic.gov.au
Register

- Enter the **Primary Email Address** you would like to use for communicating with EMCOP. This will also be your username in EMCOP. Where possible, use your agency/work email address. Email addresses ending in **.vic.gov.au** are pre-enabled.
- Fill in **First Name** and **Last Name** and **Mobile** number.
- Enter a **Password** for your EMCOP account. This has to be entered a second time to confirm it.

Note: Use at least 8 characters and include at least one lowercase, uppercase, number and symbol character.

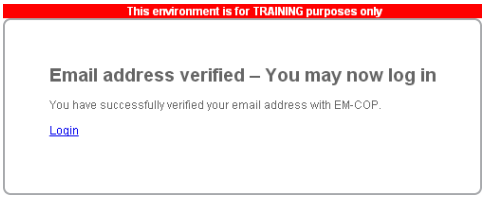
- If your primary email account is recognised, your organisation will be automatically entered. Otherwise, please select your **Organisation** from the drop down list.
- The **Notes** section can be used to message EMCOP administration if you have difficulties with registration or if you have used an email address that is not recognised.
- Once all details are entered, click the **Register** button.

You should now see the following message:

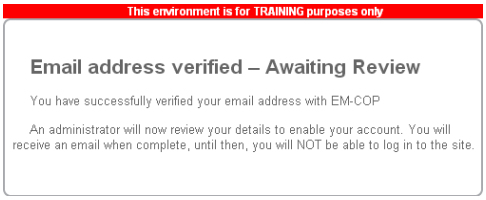

This environment is for TRAINING purposes only
Registration Submitted – Please verify your email
You have successfully registered a user on EM-COP.
You have successfully registered as of EM-COP. However you must still verify your email and have your details reviewed by an administrator. Until complete, you will NOT be able to log in to the site.
Return to main page

What happens next?

An email will be sent to your primary email address. You must verify registration by clicking on the link in the email. Once you have clicked to verify your registration, you will be taken to a page with one of the following messages:


This environment is for TRAINING purposes only
Email address verified – You may now log in
You have successfully verified your email address with EM-COP.
Login

Your email address is already enabled.
You can now log in.

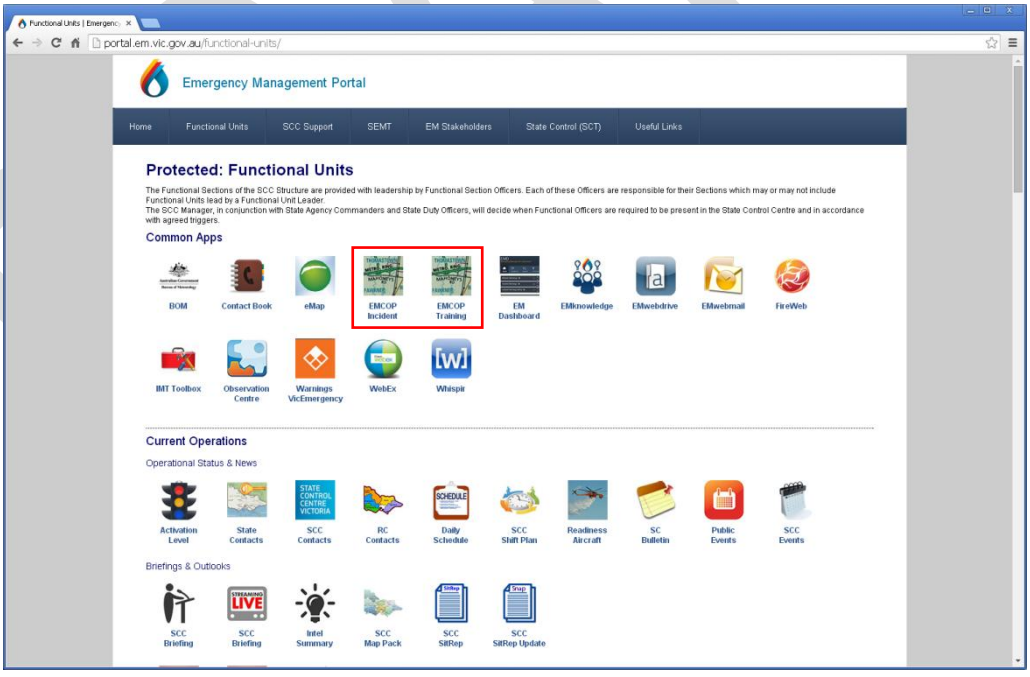

This environment is for TRAINING purposes only
Email address verified – Awaiting Review
You have successfully verified your email address with EM-COP
An administrator will now review your details to enable your account. You will receive an email when complete, until then, you will NOT be able to log in to the site.

Your email address is waiting for review.
You cannot log in until you receive a confirmation email.

Go back to EM Portal and click on the **EMCOP Incident** icon. Perform the same steps to register on the EMCOP Incident system. Please note that registrations on EM-COP Incident must be reviewed by an Administrator before you can log in. You will receive a confirmation email when complete.

1.4 How to Log In

Logging on

Step	Action
1.	On an internet enabled computer using either Internet Explorer 10 or greater, Firefox Safari or preferably Chrome, go to EM Portal at: **http://portal.em.vic.gov.au** Select the **Functional Units** page from the menu bar. Password is: **control** Go to the Common Apps section.  Click on the desired **EMCOP** icon.

Step	Action
2.	The EM-COP log in screen is displayed. **Note:** If you have forgotten your password, click **Forgot Your Password?** and enter your registered email address. Your password will be sent within a few minutes. Click the **Login** button
3.	A prompt for your username and password is displayed ❑ Enter your user name (email address) ❑ Enter your password. Click the **Login** button **Note:** You can also view system announcements from the login page.
4.	Your EM-COP Workspace is displayed. **Note:** If you are an EM-COP administrator, you will be prompted to select your organisation, before your workspace is displayed. You may nominate your default organisation.

Note: You can only log in to one session at a time. If you have left yourself logged in on another computer, you will be logged out of the old session.

Be aware that if you attempt to log into a second session on the same computer, your first session will remain logged in and your second login attempt will be ignored by EM-COP. If you are unable to login to EM-COP, check that you are not already logged in on another browser session.

What happens next

From your EM-COP Workspace you can:

- ❑ set up your preferred base map and data layers.
- ❑ add annotations to your Workspace.
- ❑ use private chat.
- ❑ join an Incident.
- ❑ enter a room within an incident (unless secured).

2. Getting familiar with EM-COP

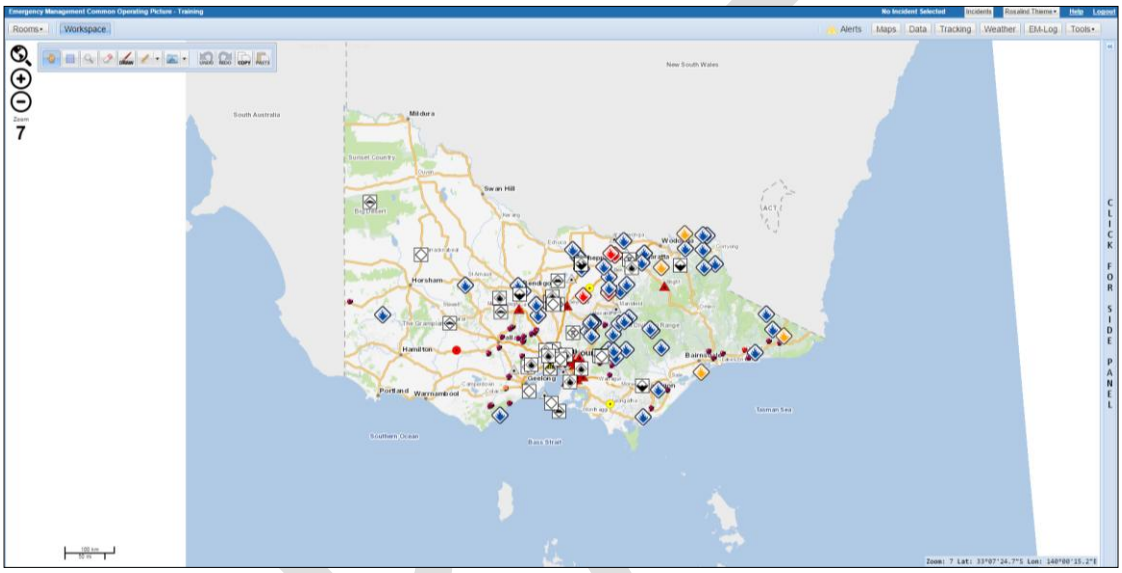
2.1 Introduction

EM-COP is an Internet based system and uses:

- Windows
- Panels
- Buttons, and
- Menus/Drop Lists

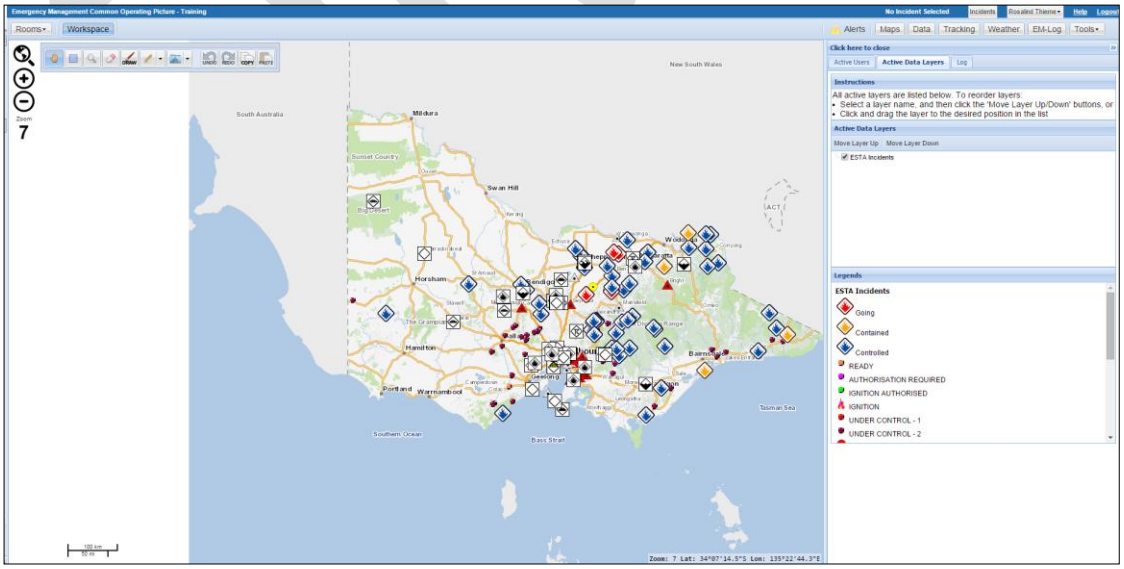
Workspace example

The EM-COP workspace window showing VicMap Cartographic map with ESTA incidents data layer



Panel example

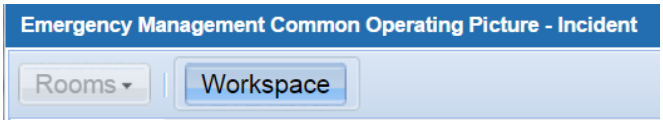
This is EM-COP with a panel activated on the right hand side. Click to see/click to close.



2.2 Buttons and Menus

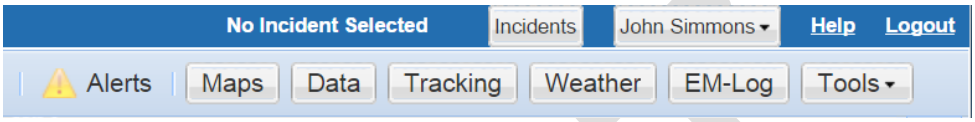
These are the Main EM-COP buttons

Left side



The left side buttons are used for collaboration. Actions initiated from buttons on the left side will be visible to other users of EM-COP.

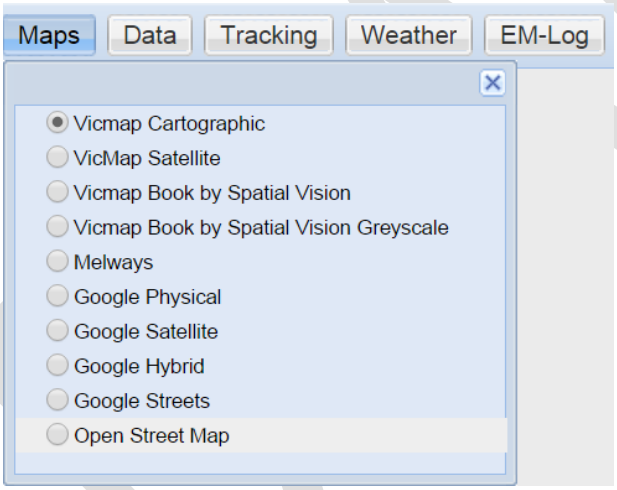
Right side



The right side buttons are used to set your personal preferences for base maps and data layers and to access management tools. Actions (other than Tools) initiated from buttons on the right side will not affect the view of other users of EM-COP.

Menu/Drop List

This is an example of a menu/drop list. These are the different map views available, the default is VicMap Cartographic.



2.3 User Account Info – Name and Password

The **User Account Info** window is accessed from your name button in the top right corner menu.

2.4 Useful Hints

- Use the **Esc** key to cancel the current operation and return to the navigation (arrow) cursor.
- Scroll in quickly by holding down the **Shift** key and using click and drag to select an area on the map.
- Double click on a point on the map to zoom down one level and centre the map on that point.
- Use the mouse scroll wheel to quickly zoom out.
- When selecting drawn features (eg. symbols, lines, polygons, text boxes) hold down the **Ctrl** key and click individual features to select or deselect that feature without changing other features already selected.
- Type in the time in 24 hour format at the start of your entry in Private Chat. This lets the other party know how old your entry is.
- If you see unexpected behaviour, check/verify the room and incident you are in. For example, there is no whiteboard chat in your Workspace.
- Remember that everything on the map has size and location properties. When you copy from one map room to another, you may need to adjust zoom and position to see what you copied.
- If you see **No base map available at current zoom level or area**, try zooming out or changing to a Google base map
- Don't use the browser refresh button. This will log you out of EM-COP.
- If you experience erratic behaviour, try closing and restarting your browser and logging back in to EM-COP.

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2.5 Extra Hints for Tablet Users

- Generally, tablets are better suited to viewing rather than adding information. Some further details are noted below
- There is no hover or right click available on a tablet. This means you can't see pop-up hints or access right click menus (eg. in Data menus to access layer information).
- There is also no equivalent to the Shift or Ctrl keys. This means you can't zoom in the Navigation tool or select/deselect individual features in the Select tool.
- Tap with a slight hold to ensure your tap is recognised. This may need some practice. If you hold to long, you may activate the tablet's copy and paste function.
- Double tap on a point on the map to zoom down one level and centre the map on that point. Double tapping off the map may be cause unexpected behaviour, depending on browser.
- Tap and drag when using the Select or Zoom tools. Note that you can't zoom in the Navigation tool.
- Pinch the map to zoom out, un-pinch to zoom in.
- EM-COP currently does not allow tap access to sub menus eg. Room Management.

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3. Using the Workspace

What is the workspace?

The workspace you enter when you first log in is your personal room. It is analogous to your own copy of a paper map. The workspace can display all of the current incidents.

Workspace functions

From your EM-COP Workspace you can:

- Develop your situational awareness by:
  - using different base maps
  - applying different data layers
  - tracking resource location and/or trails
  - using various weather layers
- Click on the Incident button and create a new incident or select an incident to join
- Once you have joined an incident select a room to enter or create a new room
- Switch between your own workspace and incident rooms as required
- Copy items from your workspace to other room(s) within incidents.

Note: Your ability to do some of these tasks depends on your access level.

In this section

These topics are explained in this section:

Topic	See Page
Customising Your Map View	18
Customisation Buttons	18
Selecting your Map Base	19
Selecting your Data Layers	19
Checking the Legend of a Data Layer	21
Managing Data Layers on a Map	21
Using the Tracking and Weather Menus	22
Using Map Position Sync	22

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3.1 Customising Your Map View

Ways to customise your map view

Customising allows you to:

- access a range of different map views
- apply different data layers to the map: Default displays ESTA Incidents
- create a record of information captured during an incident that can be accessed and reviewed

Which map view to use

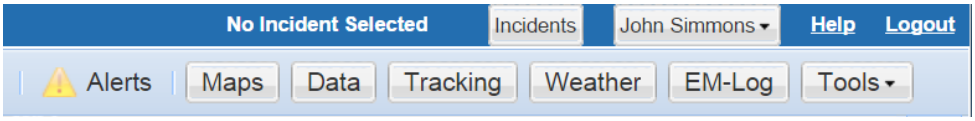
Select the map view that best suits your purpose.

If you want to see…	**Then the Map view to use is…**
a clear presentation of streets in 2D	VicMap Cartographic
real features, including major infrastructure	VicMap Satellite
countryside and roads in 1D	VicMap Book by Spatial Vision
countryside and roads in 1D in grey so that the coloured shapes and lines you add stand out	VicMap Book by Spatial Vision Greyscale
urban layout and roads in 1D	Melways
geographic areas outside Victoria	Google or Open Street Map
topography in 3D with streets	Google Physical
detail features in the landscape	Google Satellite
detail features in the landscape with road names	Google Hybrid
a comparison to the VicMap Book maps	Google Streets
a comparison to the Google Street map	Open Street Map

3.2 Customisation Buttons

Button selection

These are the buttons used to customise the way the map displays.

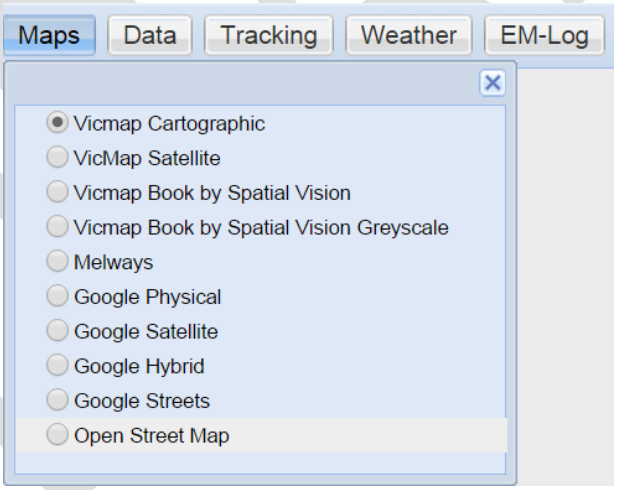


Customisation Buttons and their functions

Button	What it does
Alerts	Displays any system messages: notifications of availability, changes.
Maps	Allows you to choose from a variety of base map.
Data	Allows you to select a range of data layers to display on your map. Click on the menu items and to display details.
Tracking	Allows you to display Automatic Vehicle Location and vehicle movement
Weather	Allows you display weather conditions on your map.
Tools	Allows Administrators to modify and assign room access etc.

3.3 Selecting your Map Base

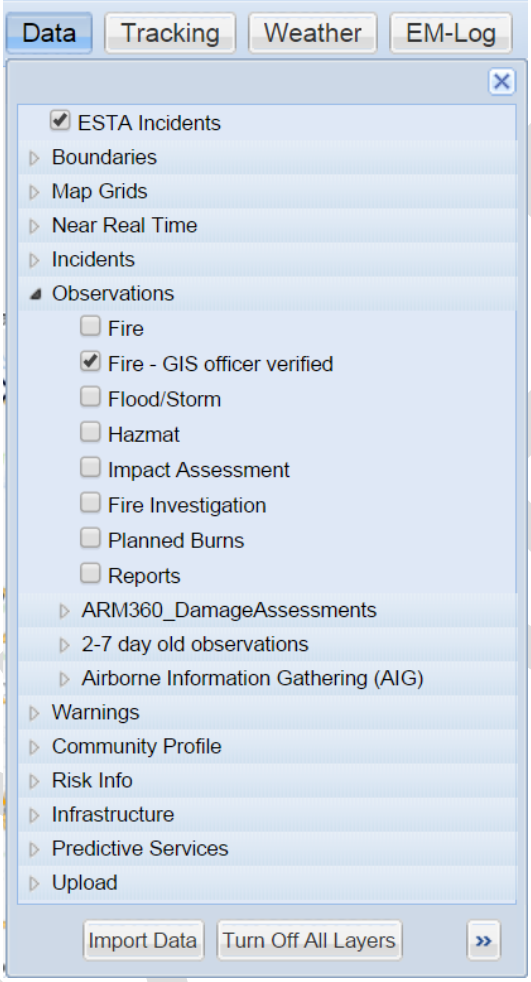
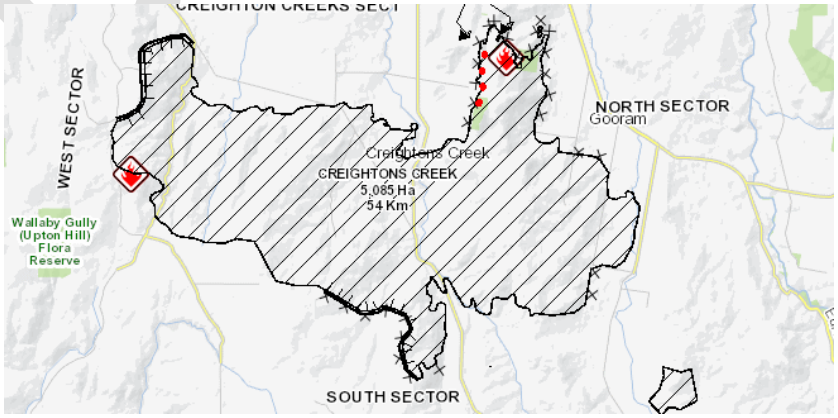
Follow these steps to customise the map base and the layers of information that are displayed.

Step	Action
1.	Click on the **Maps** button. **Result:** The list of base maps is displayed. 
2.	Click on the radio button next to the map base name to select it. **Result:** The map base is selected and displays on the map view

3.4 Selecting your Data Layers

Follow these steps to select data layers to display.

Step	Action

Step	Action
1.	Click on the **Data** button. **Result:** The list of available data layers displays.
2.	Click on the check box to select a data layer(s) you want. **Example:** Selecting ESTA incidents (default) & Observations Fire – GIS Officer verified.  **Map display result:** 

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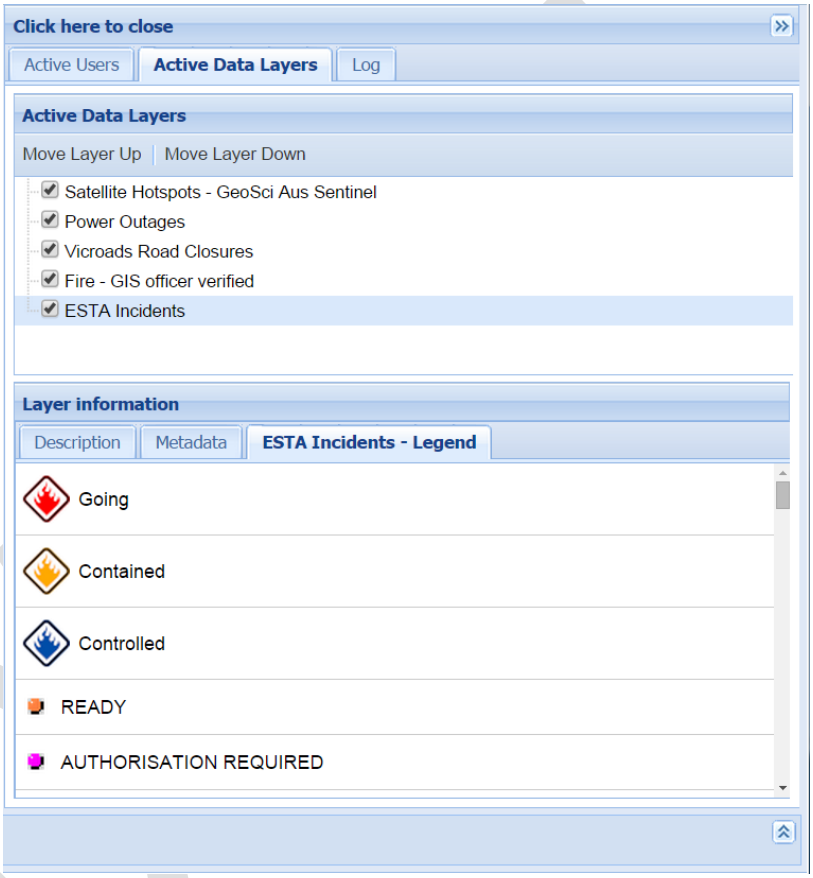
3.5 Checking the Legend of a Data Layer

Follow these steps to check the Legend of a data layer. May not be available on all layers

Step	Action
1.	Click on the right hand side **Click for Side Panel**. **Result:** The Side Panel opens.
2.	Click on the **Active Data Layers Tab** **Result:** The information available for the data layer displays.  **Note:** Scroll down to see the full legend.

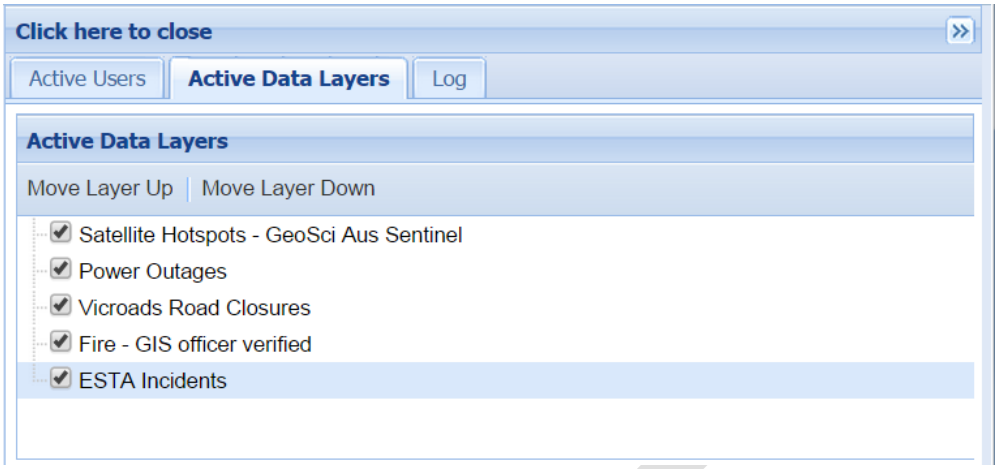
3.6 Managing Data Layers on a Map

A map may become "busy" with multiple layers. You can either:

- click Turn Off All Layers to remove all layers, or
- click on the right hand side **Click for Side Panel** and select "Active Data Layers".

Result: The Active Data Layers panel displays.

Example: This example shows some possible layers.



- Select the layer and then click on **Move Layer Up** or **Move Layer Down** to re-order layers to suit your requirements.

3.7 Using the Tracking and Weather Menu buttons

The Tracking and Weather buttons allow you turn on information relating to:

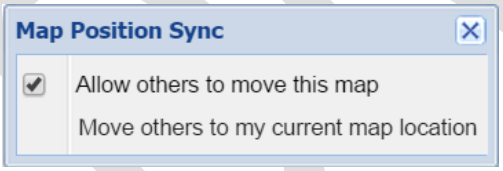
- Automatic Vehicle Location and Tracking, and
- Weather conditions

Note: These layers are turned on and off in the same way as the data layers.

3.8 Using Map Position Sync

The Map Position Sync window is a small window located over the map, usually in the lower left hand corner. You can move this window anywhere on the map.

This function controls how users can move everybody in the room to the same the map location. This is a useful collaboration and briefing function.



Allow other to move this map

This option controls whether other users can move your map location to match theirs.

- When ticked, other users can move your map

Leave this option ticked unless you specifically don't want your map moved.

Move others to my map location

Click this option to move others to your map location.

- Other users must have the above option ticked

This function will move the map but will not change zoom level.

4. Mapping and Drawing Tools

Introduction

These tools can be used in any room to which you have access and within your own workspace.

In this section

These topics are explained in this section:

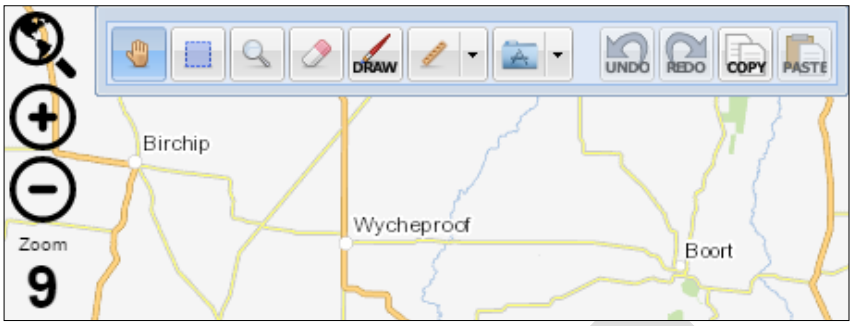
Topic	See Page
Mapping Tool Bar	24
Drawing Tool Bar	26
Map/Incident Symbols	27
Adding Feature Attributes	29

DRAFT

4.1 Mapping Tool Bar

Function buttons

These are the main function buttons from left to right and top to bottom.



Explanation of buttons

This table explains the button functions from left to right, top to bottom.

Button	Allows you to…
Geocode Location	search for: ❑ Street Address, City, Place or Landmark **Note:** Type Vic in the address to avoid confusion with other locations outside Victoria with the same place name. ❑ Degrees, Minutes and Seconds – latitude/longitude ❑ Decimal Degrees – latitude/longitude ❑ US National Grid System ❑ Melway Grid Reference ❑ Reverse Geocoding ❑ Vic Mapbook, Map number + (GDA94/UTM) ❑ Vic Mapbook, Map number + Grid Refs **Note:** Use before creating an Incident so that the Incident icon is placed in a geographically meaningful location. **Remember:** To use addresses, type Vic in the address to avoid confusion with other locations with the same place name. **Example:** If you type in Maryborough without Vic, then you might land in Maryborough Qld. You may also see “No Base Map available at current zoom or area” if you have selected Vicmap base map.
Zoom In	Zoom in to increase the magnification of the map view.
Zoom Out	Zoom out to decrease the magnification of the map view.
	The number shows the zoom extent. Helps others to set their view to match your own (6-20)

Button	Allows you to…
Navigation	drag the map around the window.
Select Box	drag a box shape to select all features inside the box.
Zoom Box	click and drag to zoom to the detail inside a selected box.
Eraser	select the eraser, then double click on a feature to erase it
Drawing Tools	access a palate of drawing tools. **See:** **Drawing Tool Bar**
Measure	Select measuring options by clicking on the drop arrow. With the: ❑ ruler, draw a line and the distance calculates and displays ❑ square, draw a shape and the area calculates and displays **Note:** Calculated measurements only display while the dialogue box is open.
EM-COP Application Centre **Show/Hide All Incidents**	❑ Show: displays all the current incidents so you can get an overview of the situation ❑ Hide: clears the workspace for you to plan/outline your own ideas
EM-COP Application Centre **Geocode Location**	Same as Geocode Location above
Undo and Redo	Undo or Redo a previous operation. There are 5 levels of Undo held in EM-COP.
Copy and Paste	Copy or Paste selected draw objects on the map. This allows you to copy any objects in a room in any incident to any other room in any other incident. See for more information.

DRAFT

4.2 Drawing Tool Bar

Drawing Tools Menu

Clicking on the drawing tools button

opens up a new set of tools, shown here.

Buttons and functions

The drawing buttons are explained left to right and top to bottom.

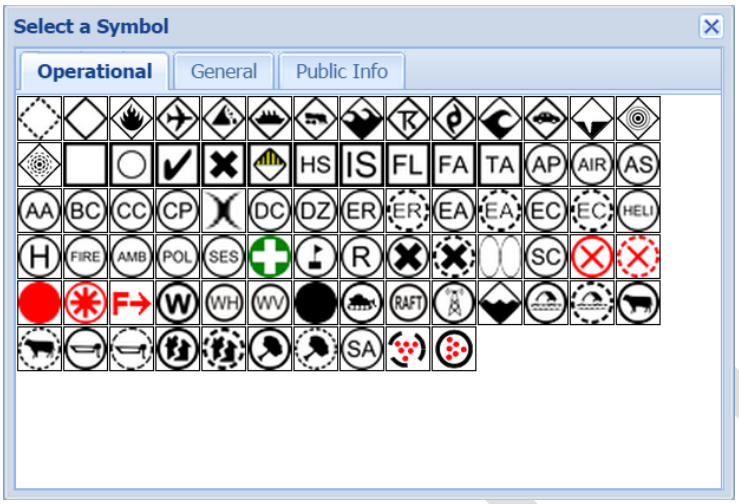
Button	Allows you to…
Symbol	access to a range of symbols for use on maps. **See:** **Map/Incident Symbols**
Text	add text or labels.
Rotate	rotate features you have drawn.
Shapes	select shapes by clicking on the drop arrow.
Pencil	select lines by clicking on the drop arrow. Options include: ❑ different thickness or dash ❑ fade – a line to draw attention to a feature and then fade ❑ select and use specific line styles – fire incident ❑ check “vertex” line to draw a line while moving the map
Colour	select a colour for the object you are drawing.

DRAFT

4.3 Map/Incident Symbols

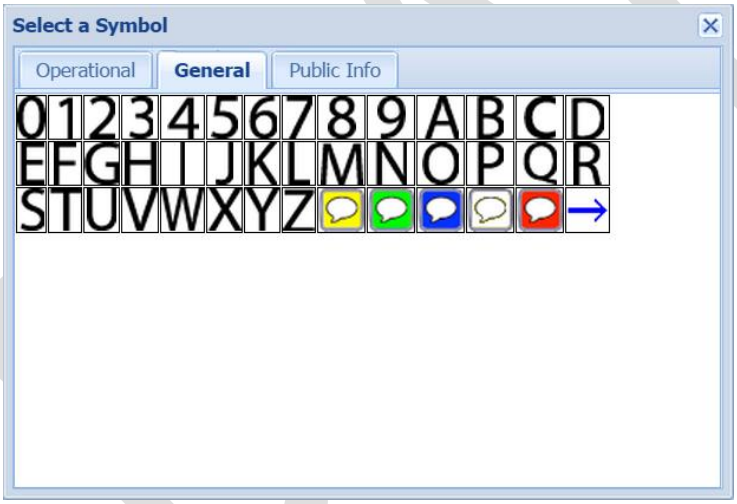
Operational Symbols

Hovering over a symbol will display a label describing its meaning



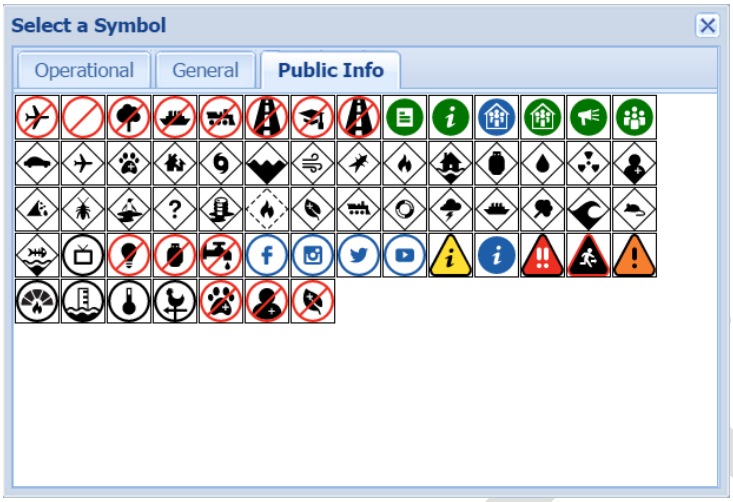
General Symbols

Provides freestanding numbers and letters. Used to mark divisions, record a comment, show wind direction. Can be rotated.



Public Info Symbols

Only used for Public Information. Hovering over a symbol will display a label describing its meaning



See: **Working in the Public Information Rooms**

DRAFT

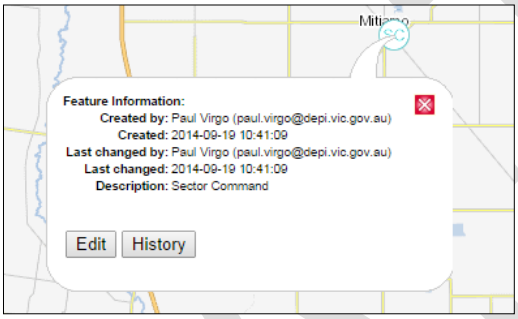
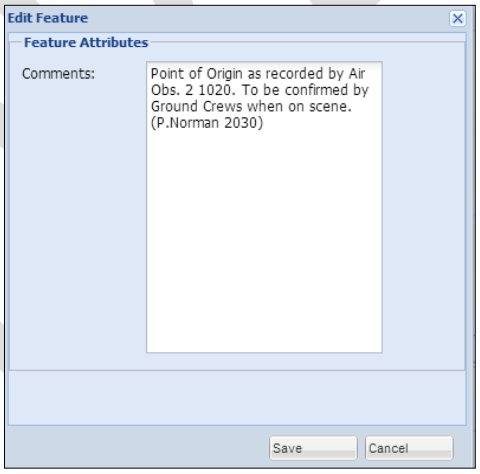
4.4 Adding Feature Attributes

When to use

Provide freely formatted information about the item that you have added to the map.

How to add an attribute

Follow these steps to add attributes.

Step	Action
1.	Click on the **Navigation** button.
2.	Double click on the Feature. **Result:** The Feature information box displays. 
3.	Click on the Edit button. **Result:** The Edit feature box displays. 
4.	❑ Type the information into the comments field, and ❑ Click **Save**. **Note:** This feature does not save details about time or author of comments so enter this information if it is required.

How to add text enhancements, line breaks and paragraphs breaks

Text entry in Comments allows the use of *markdown* to add simple enhancements to the text as shown below: Please note that inserting html codes is not supported.

Do this…	To get this result…
Enclose text with *	*Italic* text eg. *this is italic text*
Enclose text with **	**Bold** text eg. **this is bold text**
== in line below text	Heading eg. Heading Text ==
-- in line below text	Sub-heading eg. Sub-heading Text --
# at start of line	Heading eg. #Heading Text
## at start of line	Sub-heading eg. ##Sub-heading Text
### at start of line	Sub-sub-heading eg. ###Sub-sub-heading Text
#### at start of line	Sub-sub-sub-heading eg. ####Sub-sub-sub-heading Text
Enclose text with `	Monospaced text eg. `this is bold text`
Enclose text with ~~	Strikethrough text eg. ~~this is strikethrough text~~
- at start of line	Dot point eg. - This is a dot point
* at start of line	Dot point eg. * This is a dot point
1. at start of line	Numbered list starting at 1(allows lazy numbering) eg. 1. This is line 1 1. This is line 2
> at start of line	Indent text one level

DRAFT

Do this…	To get this result…
>> at start of line	Indent text two levels
>> at start of line	Indent text two levels
>>> at start of line	Indent text three levels
--- (no other text on line)	Horizontal ruler line (can also use *** or ___ eg. ---
End line with 2 spaces	Line Break
Blank line	Paragraph break
[idtext](*url*)	To insert a URL displayed as “idtext” eg. [EMV web site](http://www.emv.vic.gov.au)
<*url*>	To insert a URL named as the URL eg. <http://www.emv.vic.gov.au>
![alttext](*url*)	To insert an image with alternative text “alttext” eg. [EMV logo](http://www.emv.vic.gov.au/logo.jpg)

NOTE: You must right click and select “Open in New Tab” or “Open in New Window” when opening a link in a Comment box. Otherwise, the web site will attempt to open in the EM-COP page and log you out.

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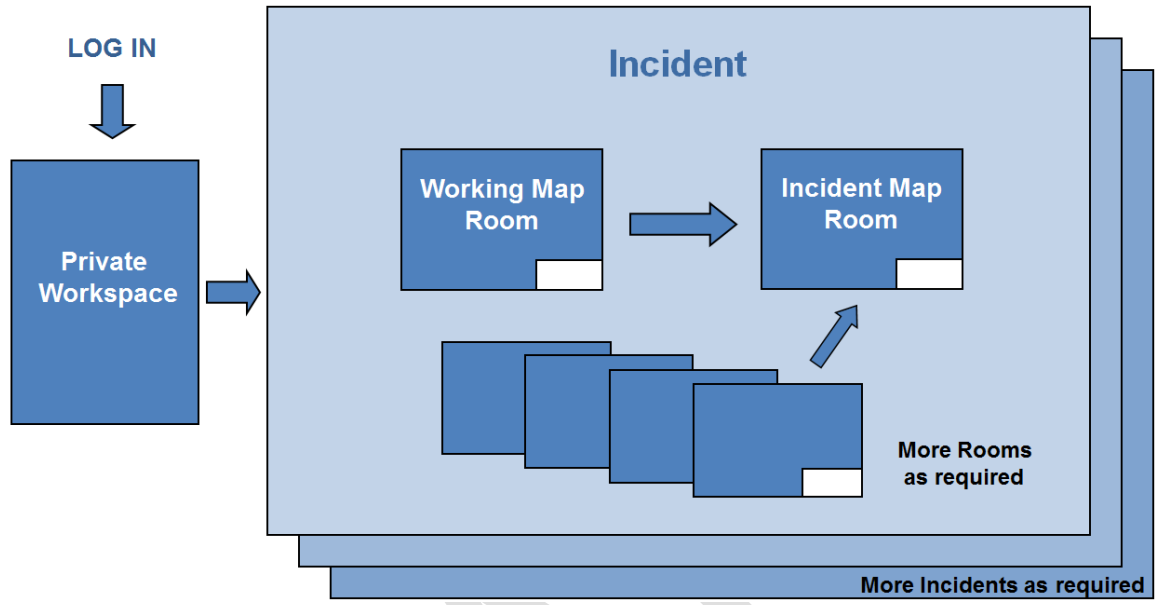
5. Incidents and Rooms

Incident and Room Collaboration Model

This is a diagram of the Incident and Room Collaboration model



Note: The additional rooms are named in the **Create Room Menu** page, 45

In this section

These topics are explained in this section:

Topic	See Page
What is an incident ?	32
Incident names	33
Room names	33
Saving the Room state	33

DRAFT

5.1 What is an incident?

EM-COP is organised by incidents and rooms within incidents. Users select and join incidents where they observe, copy and share information with others.

Typically, State and regions will create an Overview Incident for the month. These incidents will be used to track:

- Important events that may affect the response to an incident
- On-going incidents, and
- Prevailing conditions

For the 2014-15 season, incidents created in EM-COP to manage bushfire at the ICC/Incident level will only be created as part of specific trials.

Authorisation

For all incidents, publishing to the Incident map room and archiving must be authorised by the:

- State Response Controller for the SCC.
- Regional Controller for region, or
- Incident Controller for incident

Please Note

Incidents in EM-COP are separate entities to operational incidents created through ESTA. Incidents created in EM-COP can represent any situation or task that needs to be managed, including

- intelligence gathering
- preparedness and planning
- major event management
- response to a larger operational incident or group of incidents
- relief and recovery

5.2 Incident names

Monthly incident names

The overview incident names should give the State or Region/Overview/Month/Year

Examples: StateOverviewNov14, BSWOverviewNov14, GippOverviewJan15

Operational incident names

For ICC level incidents, the EM-COP name must match the name of the operational incident. For trial incidents not associated with an actual incident, the Joint Standard Operating Procedure SOP J3.02 can be used as a guide. The Incident Name is:

- a 'Widely Known Location" recognisable at the state level and a "Local Reference", and
- based on common reference material, for example the Vicmap map book

Example: Kinglake - Burgan Track with Kinglake recognisable at state level and Burgan Track the local reference. Additional incidents with the same name can be numbered numerically.
Example: Kinglake – Burgan Track 2

5.3 Room names

Standard Rooms Names

EM-COP has a number of named rooms based on the AIIMS structure. Where relevant, these room names should be used in the first instance.

Daily Archive Rooms Names

Each day at the end of the shift the **IncidentMap** room is duplicated and named as an Archive room. Type in Archive_DD_MM_YY and the system enters the name of the incident to precede it.

Example: Kinglake - Burgan Track_Archive_07_11_14

Duplicate this collaboration room or Daily Archive, page 64.

Please note

Only archive the IncidentMap room.

5.4 Saving the Room state

If you want to keep a record of the state of a map room including map base and data layers:

- Take a screen dump of the map room – [Alt] + [Print Scrn] or use Windows Snipping Tool (Win 7+) or equivalent

Then either:

- Paste to an entry in EM-Log

or:

- Open a new Word document
- Paste the screen dump – [Ctrl] + [v]

  Result: The screen image is copied into your document.
- Save the document.

  Note: Consider setting the document to landscape to save a larger picture.

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6. Creating a New Incident

introduction

You will only be able to create an incident if you have collaboration access.

See:

DRAFT

Types of access, page 7

Rules for when to create an Incident

This table summarises when an Incident should be created.

Management Level	Class 1	Class 2
Incident	Create an Incident following SOPJ3.02. **Example:** Kinglake-Burgan Track **NOTE:** For the 2014/15 season, ICC level bushfire incidents should only be created in EM-COP as part of a specific trial	❑ An incident may be created, or ❑ In the first year of use Class 2 incidents may be recorded as part of the Regional Overview Incident
Region	Create an Incident following the Regional naming convention of Region-Month-Year. **Example:** BSW-Region Overview-May-2015 **Daily Archive room:** BSW-Region Overview-May-2015_Archive_07_05_15	As for Class 1
State	Create an Incident following the State naming convention of StateOverview-Month-Year. **Example:** StateOverview-May-2015 **Daily Archive room:** VicOverview-May-2015_Archive_07_05_15	As for Class 1

In this section

These topics are explained in this section

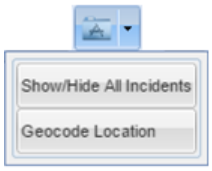
Topic	See Page
How to Create a New Incident	37
Join an Existing Incident	38
Log out of an incident	41

DRAFT

6.1 How to Create a New Incident

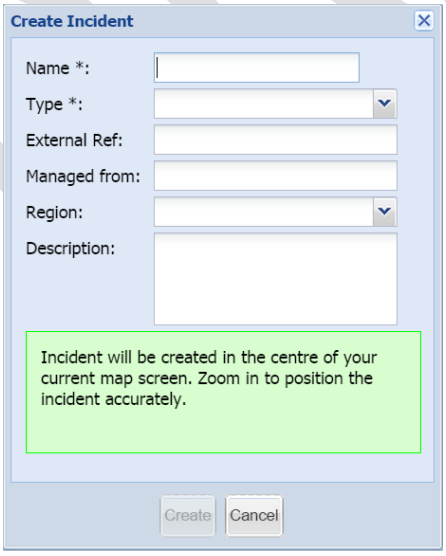
Before you begin

To ensure that the Incident icon is placed in a geographically meaningful location on the map, begin by using the Geocode Location. Follow these steps.

Step	Action
1.	Select Geocode Location from the Application Centre in the Tool Bar. **Example:** The Blue folder icon represents the Application Centre 
2.	Select your preferred search method from the list: **Remember:** If you use addresses, type Vic in the address to avoid confusion with locations outside Victoria with the same place names.

New incident creation procedure

Follow these steps to create an incident.

Step	Action
1.	Click on the **Incident**s tab. **Result:** The **Join Incident** box displays.
2.	Click **Create New Incident**. **Result:** The **Create Incident** dialogue box displays. 

Step	Action
3.	Move and/or zoom the map or use Geocode Location to show the location where you want to place the incident. Double click the exact location for the incident. **Result:** The map will zoom in one level and centre the map at that location. Double click again if greater accuracy is needed.
4.	Enter the incident details, including: ❑ the name. ❑ a type, selected from the drop list. ❑ an external reference such as ESTA incident number (optional) ❑ where the incident is managed from: example Seymour ICC (optional) ❑ the EM region (optional) ❑ a description. Free text for a short description (optional). **Note:** To proceed, name and type **must** be entered.
5.	Click the Create button to create the incident. **Result:** The incident name will appear in the blue bar at the top right of the page.

What happens next?

You automatically join the incident. You can now select a room to work in.

6.2 Join an Existing Incident

When to use

Use this procedure when an incident has already been created. You can join by clicking on the incident icon from your workspace or by selecting the incident from the incident list.

Who may join an Incident

If you have viewer or collaboration access for the agency and the incident you will be able to join an incident.

Once you have joined an incident you will be able to view and contribute to the rooms within the incident to which you have access. You may only view the “Incident Room” but not contribute until authorised

Contributing to the incident

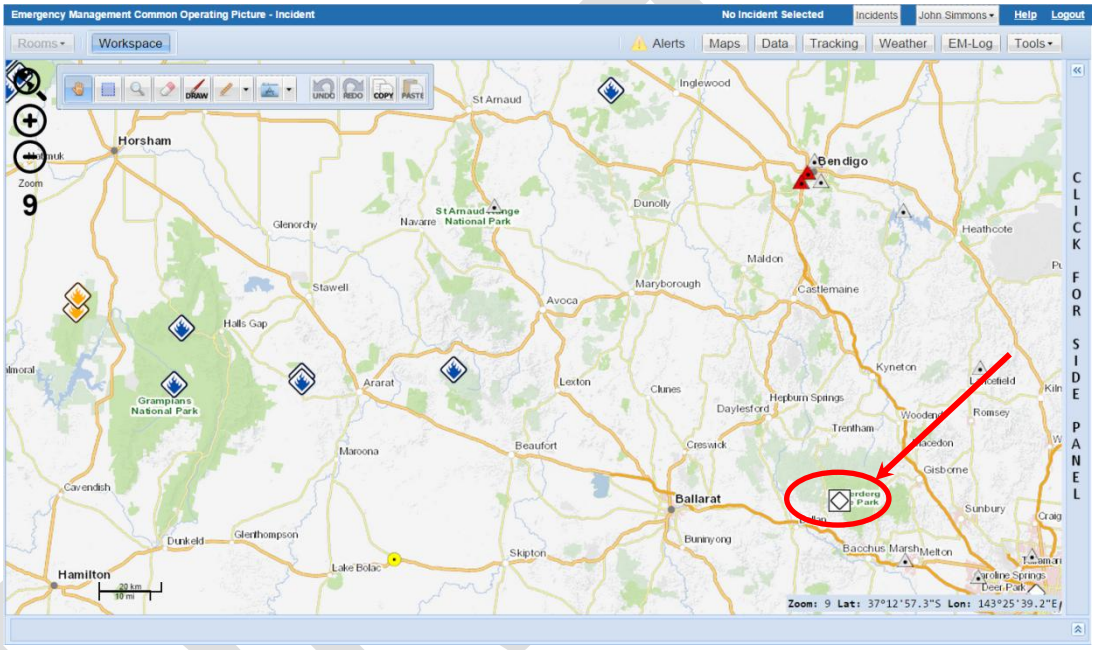
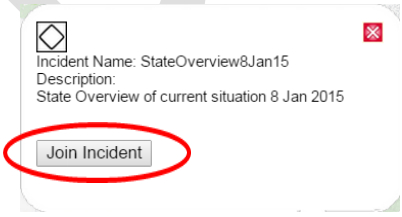
Both incidents and rooms within the incident can be secured to a limited audience. If you require access to an incident or a room, contact your EM-COP administrator.

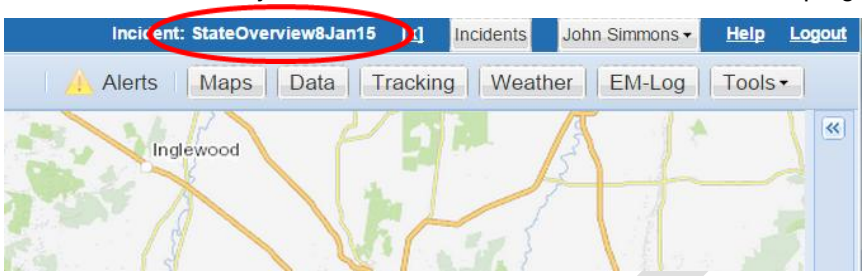
Requirement for Authorisation

Contributions to the “Incident Room” **must be** authorised by the room owner, usually the Incident Controller or delegate.

Joining an incident: clicking on the icon

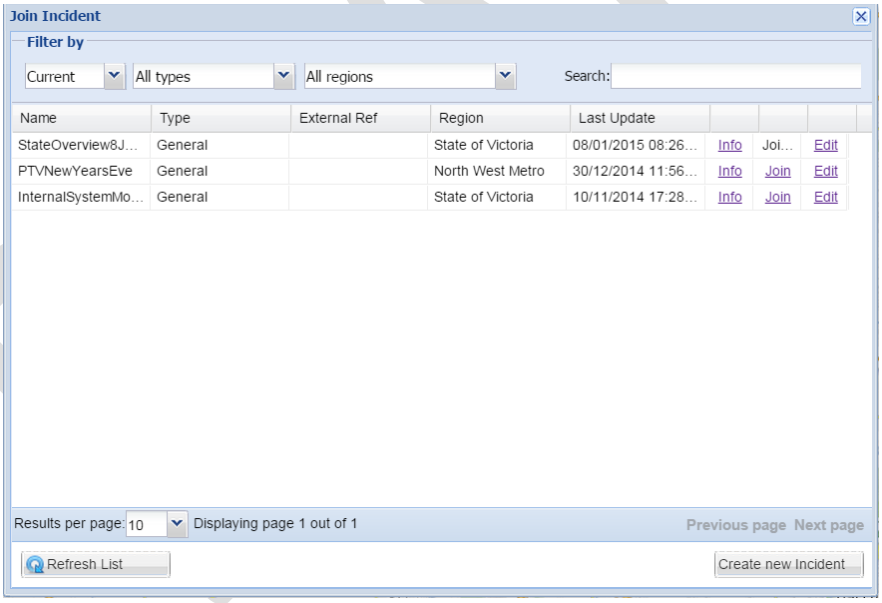
Follow these steps to join an existing Incident by clicking on the icon.

Step	Action
1.	Locate the EM-COP icon for the Incident in **your** workspace. **Note:** You must be in your work space and not in any other incident. **Example:** The State Overview incident is the one to join. 
2.	Click on the incident Icon. **Result:** The Join Incident dialogue box displays. 

Step	Action
3.	Click on the Join Incident button. **Result:** You have joined the incident, check the incident label, top right hand corner.  **Note:** After joining an incident, you will be able to open the incident's collaboration room(s) for which you have access.

Joining an incident: Selecting from the incident list

Follow these steps to join an existing Incident by selecting from the incident list.

Step	Action
1.	Click on the **Incident**s tab. **Result:** The **Join Incident** window displays. 
2.	Click on **Join** next to the incident you want to join. **Result:** You have joined the incident, check the incident label, top right hand corner. After joining an incident, you will be able to open the incident's collaboration room(s) for which you have access.

6.3 Log Out of an Incident

Logging out of an incident

Click on the **[x]** to the right of the incident name.

Result: You are logged out of the Incident.

DRAFT

7. Add a Room to an Incident

What is a room?

A room is a map workspace where a group of users collaborate on a specific part of the common operating picture. On joining an incident, users select the incident's collaboration room(s) to which they have access.

Each Incident automatically has:

- an Incident map room which is the public room for all EM-COP Users, and
- a Working map room which is the map where plans are drafted and completed for approval

In this section

These topics are explained in this section

Topic	See Page
Room Structure 2014/2015	43
Rooms Menu	43
Select a Room	44
Securing, creating and customising a room	45

DRAFT

7.1 Room Structure 2014/2015

The room structure used in EM-COP is based on the AIIMS structure:

- **IncidentMap** room and **WorkingMap** room
- **Plans** room, **Resources** room and **IILU** room
- **SituationAnalysis** room and **Mapping** room
- **InformationWarnings** room and **Media** room
- **Operations** room
- **Logistics** room
- **TrafficManagement** room
- **ImpactAssessment** room
- **Evacuation** room
- **Investigations** room
- Other Custom rooms as required

7.2 Rooms Menu

When to use

The **Rooms** button displays the Rooms Menu/Drop List which allows you to:

- open existing rooms to view and/or work once your have joined an incident, and
- create new rooms

Note: You will not be able to see **secure** rooms to which you have not been given access.

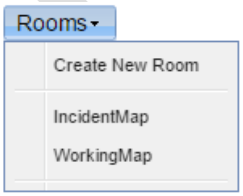
Using rooms

Select a room from a list of predefined rooms or create a custom room with a name of your choice.

- Rooms already created in the incident display when you open the Rooms Menu/Drop List.
- Additional custom rooms can be created using the “Create New Room” feature.
- Access to view and add information is controlled by either, the person who created the incident, and/or users with administration rights.

Rooms Menu/Drop List

From this menu, select the Incident or Working Map room or create a new room



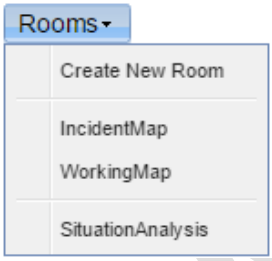
7.3 Select a Room

When to use

You will select a room when you want to enter a room that was previously created.

Selecting a room

Follow these steps to select a room.

Step	Action
1.	Ensure that you have joined the Incident that owns the room you want to select.
2.	Click on the Rooms Menu/Drop List. **Result:** The Rooms Menu/Drop List displays the Rooms Menu. It shows the Create New Room command and the rooms that you have access to enter. 

What happens next

When you have selected a room you may go on to:

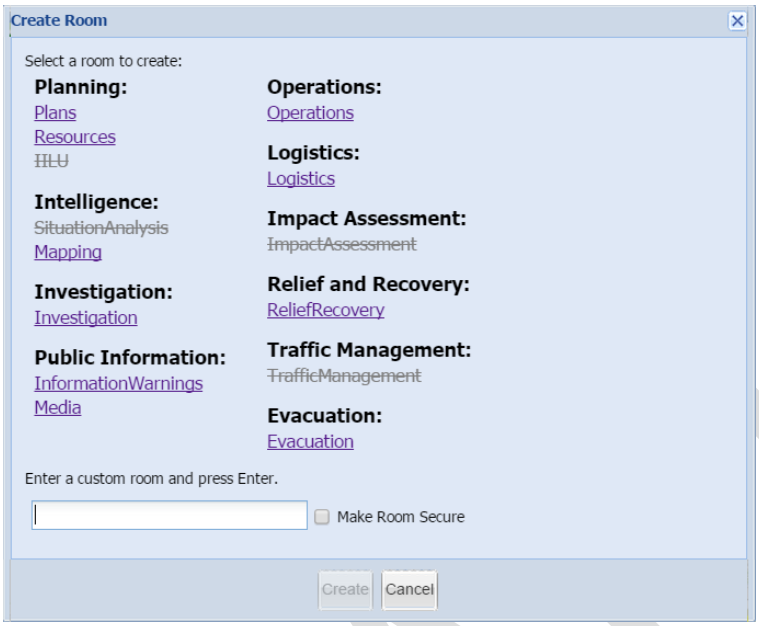
- collaborate with others working in that room
- copy items from your workspace into the room – if you have read/write access
- switch between the room just entered, your workspace and other rooms

DRAFT

7.4 Creating, securing and customising a room

Create Room Menu

A grey name with a line through shows the incident already has a room with that name.



Why a "custom" room?

Custom rooms:

- can be added for aspects of situational awareness with different levels of access.
- will allow a nominated group to work privately on unconfirmed, unauthorised information.

Examples: A custom room could be created for developing an action plan.

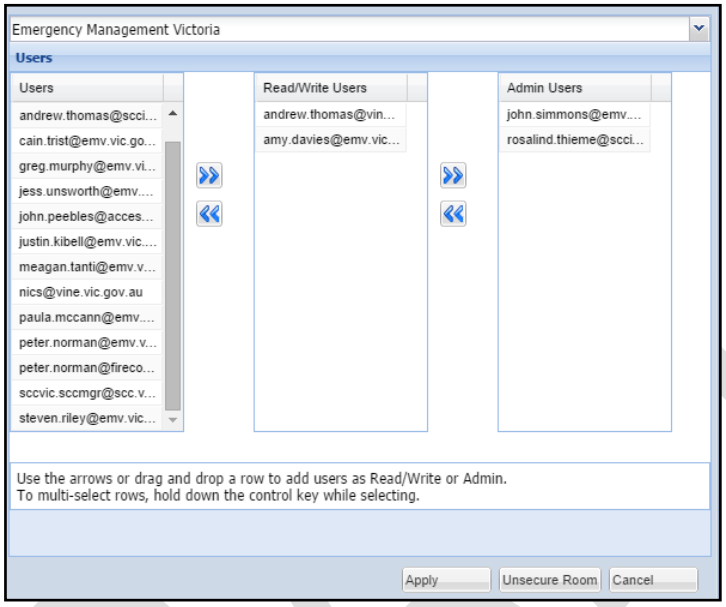
Creating a secure room

When you create a room you can secure the room by checking the "Make Room Secure" box. Then assign access rights to individuals who you want to view or add features to your room.

The secure room will only be visible to those users who you have you specifically assign access rights.

How to secure, create or customise

Follow these steps secure, create and/or customise a new room for an incident.

Step	Action
1.	Do you want the room to be secure? ❑ If **yes**, then click on the Make Room Secure check box and go to Step 2 **Result:** The Users Access panel displays.  **Note:** If you miss this step you can still modify the room access from the Tools Menu, selecting Room Management then Modify Room Permissions. ❑ If **no**, then go to Step 3.
2.	❑ Select the name (s) of the users to be given Read/Write Access, and ❑ Click on to move the names into the read/write list, and repeat for more names.
3.	Do you want to type in a name for this room? **Note:** You will do this for Archive or other special purpose rooms ❑ If **yes**, then go to Step 4 ❑ If **no**, then click on a pre-defined room name from the list and end this procedure. **Result:** The new room displays in the: ◆ Incident room list ◆ menu bar at the top of the window
4.	❑ Type the room name you want in the text box at the bottom left, and ❑ Click on the Create button. **Rule:** There must be no spaces in the room name. **Result:** The new room will display in the: ◆ Incident room list, and ◆ menu bar at the top of the window

8. Copy and Paste Tools

Introduction

EM-COP provides the ability to copy features in a room to be moved to any other room in any other incident.

In this section

These topics are explained in this section

Topic	See Page
Selecting features to Copy	50
Pasting into another room	51

DRAFT

8.1 Selecting features to copy

Procedure

Follow these steps to select and capture Features to be copied

Step	Action
1.	Click the **Select Box** icon in the Drawing Toolbar: **Result:** The Select tool is activated.
2.	Click and drag over the features you wish to copy. You can also hold down the Ctrl key and click to select or deselect individual features. **Result:** The selected Features turn pale blue..
3.	Click the **Copy** icon in the Drawing Toolbar. **Result:** The selected features return to their normal colours.

The selected features have now been captured in the EM-COP clipboard

8.2 Pasting into another Room

Procedure

Follow these steps to paste the captured Features into another Room

Step	Action
4.	Go to the Incident and room where you want to copy the selected features. Click the **Paste** icon in the Drawing Toolbar: **Result:** The selected features are copied to the selected room.

DRAFT

9. Chat Collaboration Tools

Introduction

EM-COP provides two chat collaboration tools.

Each room has its own separate and distinct whiteboard chat, available to any user currently in a room.

There is also a private chat tool that allows individual users to chat outside incidents and rooms.

In this section

These topics are explained in this section

Topic	See Page
Whiteboard Chat	50
Active Users and Private Chat	51

DRAFT

9.1 Whiteboard Chat

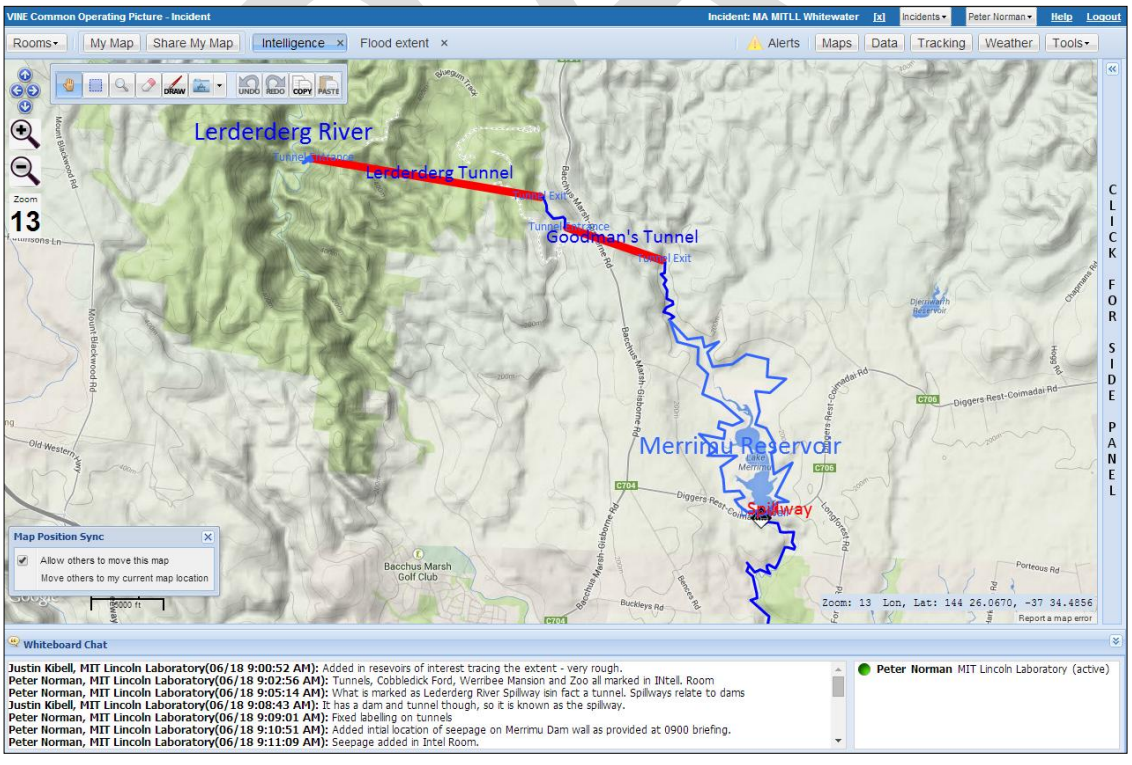
Procedure

Follow these steps to use Whiteboard Chat

Step	Action
5.	Click on: ❑ the double arrows in the bottom left corner of the window, or ❑ anywhere on the pale blue bar at the bottom of the window. **Result:** "Whiteboard Chat' opens.
6.	Click in the long white panel at the bottom of the window. **Result:** A flashing cursor appears in the bottom pane.
7.	❑ Type comments or messages into this pane, and ❑ Press return. **Result:** The message displays in the whiteboard chat pane, visible to all room users. The history of messages is recorded and you can scroll up and down through past messages using the arrows to the right of the pane. **Warning:** Messages display the time and user name. What is written here is stored as part of the incident record. Be careful what you write!

Example: Whiteboard chat

Here is an example of Whiteboard chat in use


VINE Common Operating Picture - Incident
Incident: MA MITLL Whitewater
Rooms
My Map
Share My Map
Intelligence
Flood extent
Alerts
Maps
Data
Tracking
Weather
Tools
Lerderderg River
Lerderderg Tunnel
Goodman's Tunnel
Merrimu Reservoir
Spillway
Map Position Sync
Allow others to move this map
Move others to my current map location
Whiteboard Chat
Justin Kibell, MIT Lincoln Laboratory(06/18 9:00:52 AM): Added in resevoirs of interest tracing the extent - very rough.
Peter Norman, MIT Lincoln Laboratory(06/18 9:02:56 AM): Tunnels, Cobbledick Ford, Werribee Mansion and Zoo all marked in INtell. Room
Peter Norman, MIT Lincoln Laboratory(06/18 9:05:14 AM): What is marked as Lederderg River Spillway isn fact a tunnel. Spillways relate to dams
Justin Kibell, MIT Lincoln Laboratory(06/18 9:08:43 AM): It has a dam and tunnel though, so it is known as the spillway.
Peter Norman, MIT Lincoln Laboratory(06/18 9:09:01 AM): Fixed labelling on tunnels
Peter Norman, MIT Lincoln Laboratory(06/18 9:10:51 AM): Added intial location of seepage on Merrimu Dam wall as provided at 0900 briefing.
Peter Norman, MIT Lincoln Laboratory(06/18 9:11:09 AM): Seepage added in Intel Room.
Peter Norman MIT Lincoln Laboratory (active)
CLICK FOR SIDE PANEL

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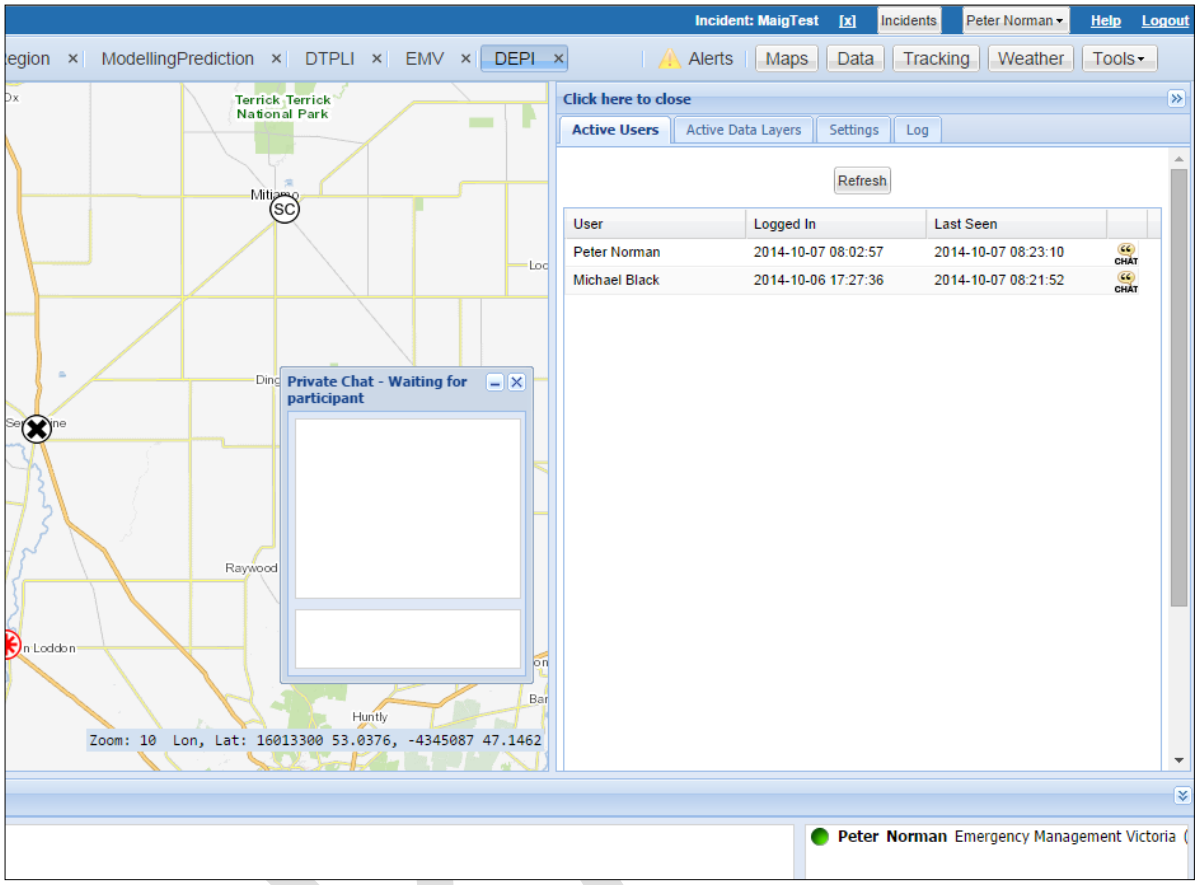
9.2 Active Users and Private Chat

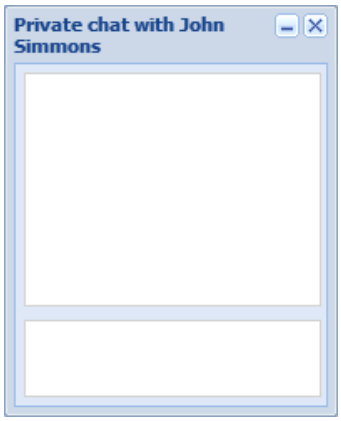
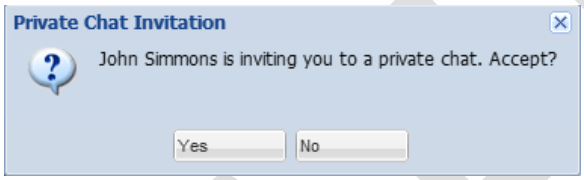
Window Example



Using Private Chat

Follow these steps to use private chat.

Step	Action
1.	Click on the right pane: **Result:** A side panel opens.
2.	Select the Active Users tab. **Result:** You can see who is currently logged in to EM-COP.
3.	Click on the Chat icon [CHAT] next to a User's details. **Result:** A private chat window opens on your screen.

Step	Action
	 An invitation appears on the other user's screen 
4.	The other user must accept the invitation to initiate the chat session ❑ An acceptance message appears in your chat window ❑ Click in the white panel at the bottom of the private chat window ❑ Type your message ❑ Press return. **Result:** The message displays in your chat window and in the chat window of the other user. **Note:** The comments here are only visible to people you invite into the private chat but what is written here is stored within EM-COP and is fully discoverable. **Warning:** Be careful what you write!
5.	You can invite additional users to a private chat ❑ Drag the Chat icon CHAT next to a User's details into the chat window. ❑ An acceptance message appears in your chat window when the user accepts your invitation.

10. Working in the Public Information Rooms

Introduction

EM-COP is able to build a view in the Public Information rooms that can be exported to an external website. There may be opportunity to trial this capability in the 2014-15 season for nominated incidents.

In this section

Topic	See Page
Public Information Rooms	54
Public Information Symbols	55

DRAFT

10.1 Public Information Rooms

Introduction

The three main Public Information Rooms are:

- InformationWarnings
- Media
- Community Liaison

Rules for Public Information

Using meaningful names

- If a fire grows and the name changes, then maintain the same room in EM-COP but change the page name publishing to the public.
- If a different community is threatened by the changing nature of the fire, create a different page for the different concerns and actions of this community.
- The Author of the OSOM message connects the OSOM message to the Public Information page with a bitly link.

Using Attributes for Public Information

When placing icons for facilities on the map edit the attributes of the icon to include the facility:

- Name
- Address
- Dates and times open
- Comments to describe specific conditions, for example: No Pets

Status of an incident

Depending on the agency and the type of incident these are the statuses used

Agency	Status 1	Status 2	Status 3	Status 4
CFA	Responding	Not Under Control	Under Control	Safe
MFB	Responding	Not Under Control	Under Control	Safe
DEPI	Responding/ Reported/ Planned	Responding/In progress/ Not Under Control	Under control/ Quarantined/ Patrol	Safe
SES	Reported	Responding/ In Progress	Attending	Safe
BOM	Reported	In Progress	N/A	Safe
Health	Reported	Responding/ In Progress	Quarantined/ Under Control	Safe
DTPLI	Reported	Responding	Attending	Safe
EPA	Reported	In Progress/ Responding	Under Control/ Attending	Safe
Other	Reported	Responding	Attending	Safe

DRAFT

10.2 Public Information Symbols

Specific Public Information symbols fall into these categories:

- **Community Information & Warnings**, see page 55
- **EMMV Emergency/Threat**, see page 55
- **EMMV Emergency/Natural Events**, 57
- **Community/Media**, page 58
- **Closures –Disruptions**, page 59
- **Outages-Amenities**, page 59
- **Weather**, page 60
- **Social Media**, page 60
- **Quarantine and Biosecurity**, page 61

Community Information & Warnings

This table explains these Community Information & Warnings symbols from OSOM

Symbol	Meaning
	Emergency Warning
	Warning/Watch & Act
	Advice
	Prepare to Evacuate/ Evacuate Now
	Community Update

EMMV Emergency/Threat

These symbols will display as Yellow when new and White when unconfirmed or after 60 minutes.

Symbol	Meaning	Use	Source
Accident/Incident			
	Hazardous Material	Including: solids being chemical, radiological, biological	CFA/MFB
	Hazardous Material - Liquids	Hazardous Liquids spills	CFA/MFB

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Symbol	Meaning	Use	Source
	Hazardous Material - Gas Leak	Hazardous Gas Leaks	CFA/MFB
	Rail Incident	Incidents involving trains and rail transport	SES/MFB/CFA
	Maritime incident	Incidents involving ships & shipping. ❑ ship disabled – Transport Safety Victoria ❑ ship fire – relevant fire service ❑ Oil spill from incident - DTPLI	❑ TSV ❑ Fire services ❑ DTPLI
	Aircraft incident	Incidents involving aircraft.	SES/MFB/CFA
	Petroleum/Oil Spill	Oil or petroleum spills on land and in water.	❑ Marine waters – DTPLI ❑ others - EPA
	Accident/collision	All transport, industrial and recreational accidents/Collisions	SES/MFB/CFA
Agricultural			
	Plant Pest/Disease	Plant pest or disease, Blue Green Algae Blooms	DEPI
	Animal Health	Impacts on animalhealth - animal pandemics, disease and chemical contamination of livestock, stock standstill and Cetacean (whale) stranding or entanglement	DEPI
Environmental			
	Water pollution	Pollution of waterways both inland and marine	CFA/EPA
	Oiled Wildlife		DEPI
	Vertebrate Animal Plague	Vertebrate pest/plagues	DEPI

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Symbol	Meaning	Use	Source
	Locust Plague	Vertebrate locust plagues	DEPI
Fire and or Explosion			
	Fire	Bushfire, Grassfire, Building fires, Non-structure fires, Car fires, Fire Alarm	CFA/MFB/DEPI
	Planned Burn	Fuel reduction burns planned by fire agency	DEPI/PARKS/NEO
Human Health/Illness			
	Health	Impacts on human health - pandemics, air quality etc.	HEALTH

EMMV Emergency/Natural Events

These symbols will display as Yellow when new and White when unconfirmed or after 60 minutes.

Symbol	Meaning	Use	Source
Events			
	Flood	All types of floods and associated damage caused by rain, river overflow, tidal surges and dam failure.	BOM
	Severe Weather/ Thunderstorms/ Graziers Warning	Severe Weather/thunderstorm/Graziers Warning events issued by Bureau of Meteorology	BOM
	Earthquake	All seismic events recorded by Geoscience Australia	BOM
	Tsunami	Tidal surges from both marine and land events	BOM
	Landslide	Any geological range of ground movements which can occur in offshore, coastal and onshore environments but not earthquake	SES
	Cyclone	Any low pressure system wind event, such as cyclones, tropical cyclones and tornadoes.	BOM

Symbol	Meaning	Use	Source
	Damaging Winds	Damaging wind events issued by Bureau of Meteorology	BOM
Rescue			
	Rescue	All transport, industrial and recreational rescue, trench or structure collapse, animal rescue and USAR	SES/MFB/CFA
Other			
	Fallen Power Lines	A request for assistance to remove a power line that has fallen in the area or is blocking or impacting a road, track or path, or post event/incident	
	Dam Failure	A break or failure of a Dam or reservoir.	DEPI
	Building damage		SES
	Tree Hazard	A request for assistance to remove a tree or branch that has fallen in the area or is blocking or impacting a road, track or path, or post event/incident	
	Other Incident	Other incidents	CFA/MFB/SES/ DEPI/HEALTH/ EPA/DTPLI

Community/Media

Symbol	Meaning	Use	Source
Community			
	Community Refuge/Relief /Respite Centre	Designated Community Refuge and relief and respite facilities.	
	NSP	Designated Neighbourhood Safer Places	
	Community Meeting/ Community Information Point		CFA/SES

DRAFT

Symbol	Meaning	Use	Source
	Community Document	CIG, Flood Plans, Community Newsletters	CFA/SES
	Community Siren	Designated community sirens	CFA
Media			
	Media Assembly Point		

Closures –Disruptions

Symbol	Meaning	Use
	Road Closed	
	School Closure	School or education facility closure.
	Port Closure	Commercial shipping port or dock closure.
	Airport Closure	Commercial airport closure.
	Rail Disruptions	Signal Faults, Track issue, service delays.
	Park Closed	National or state park closure.
	Track Closed	4wd or walking track closure.
	Other Closed	

Outages-Amenities

Symbol	Meaning	Use

DRAFT

Symbol	Meaning	Use
	Gas	
	Electricity	
	Water	

Weather

Symbol	Meaning	Use	Source
	Wind Direction/ Temperature		BOM
	Temperature		BOM
	Gauge River/Rain		BOM
	Fire Danger Ratings		BOM

Social Media

Symbol	Meaning	Use
	Facebook	Point location for Social Media post
	Twitter	Point location for Social Media post
	Instagram	Point location for Social Media post
	YouTube	Point location for Social Media post

DRAFT

Quarantine and Biosecurity

Symbol	Meaning	Use	Source
	Special Restricted area - Animal Health	e.g. during equine influenza	DEPI
	Special Restricted area - Quarantine		Health
	Special Restricted area - Plant Health		DEPI

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11. Tools Menu

Introduction

The EM-COP Tools Menu is accessed from the **Tools** button. This has a number of management, collaboration and presentation options. Depending on your level of access, you may not have all options available.

In this section

These topics are explained in this section:

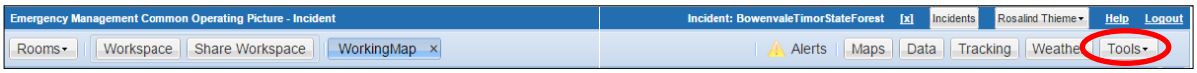
Topics	See Page
Accessing the Tools Menu	63
Room Management	63
Copy Drawings from 'Workspace' to current collaboration room	67
Enter Presentation Mode	67
Show Map Sync Options	67
Email Feedback Report	67
View Announcements	67
Administration (Admin users only)	67
Print this map	67

DRAFT

11.1 Accessing the Tools Menu

Introduction

The Administration Tools Menu is on the far right hand side of the main EM-COP window.



Functions under this menu

The functions under this menu are:

- **Room Management Menu**
- **Copy drawings from 'workspace' to current collaboration room**
- **Enter Presentation Mode**
- **Show Map Sync Options**
- **Email Feedback Report**
- **View Announcements**
- **Administration**
- **Print This Map**

11.2 Room Management Menu

Functions under this menu

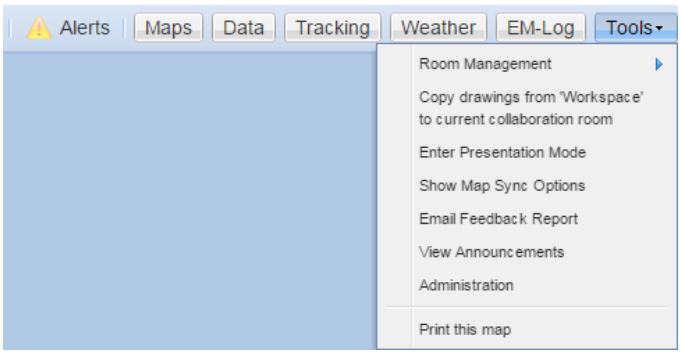
- **Modify Room Permissions**
- **Duplicate this collaboration room or Daily Archive**
- **Export Room**
- **Get Room Info**

11.2.1 Modify Room Permissions

When to use

Use this procedure to secure or unsecure a room or change user access to a room. When a room is secure, only authorised users can see the room in the Rooms list and access it.

How to modify room permissions

Step	Action
1.	Enter the room which is to have access modified, then click on the Tools button: **Result:** The Tools menu displays. 

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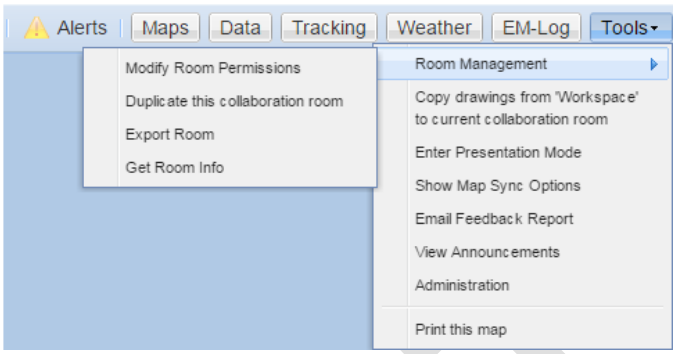
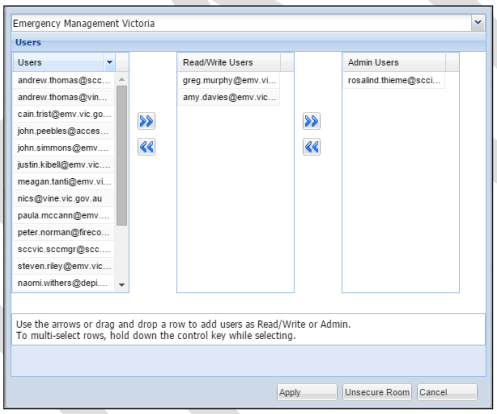
Step	Action
2.	Hover your mouse over Room Management. **Result:** The Room Management Menu displays.  **Note:** The Room Management Menu currently cannot be accessed by touch when using a tablet device.
3.	Select Modify Room Permissions, **Result:** The Modify Room Permissions window displays. 
4.	You may now: ❑ secure the room by nominating who can enter and make changes to it ❑ revoke access from individual users. ❑ Re-open the room to all users by clicking **Unsecure room**. **Result:** Access to the room and who has access is changed. **Note:** Once a room is secure, the incident owner will retain admin rights unless you click **Unsecure room**.

11.2.2 Duplicate this collaboration room or Daily Archive

When to use

You will use this procedure when you wish to either:

- ❑ have a separate copy of a room in which to trial changes, or
- ❑ create the daily archive of the IncidentMap Room

Archiving rooms for incidents

Within an incident a room should be created for each day of the month, titled Archive_MM_DD_YY

For example: Kinglake - Burgan Track_Archive_07_11_14

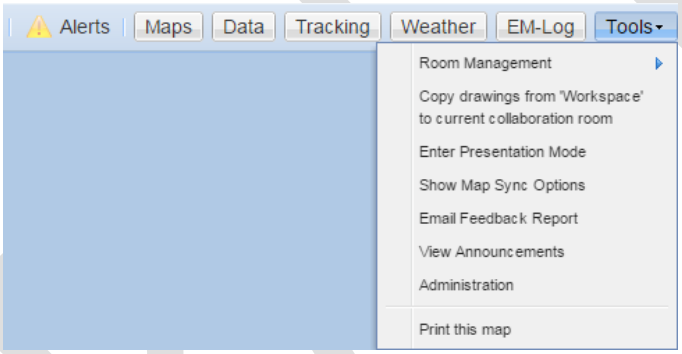
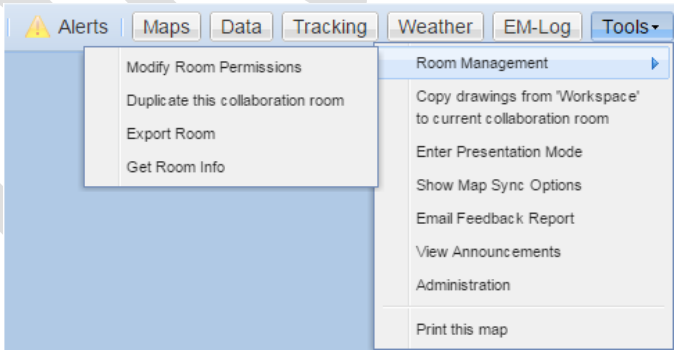
When to create an archive room

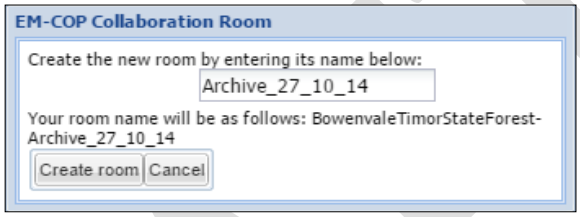
Archiving is done at the end of each day's shift no later than 7pm daily. Create an Archive Room, selecting the custom option so you can enter the correct name Archive_MM_DD_YY and the system will prefix the Incident Name to the archive number.

Note: Use "Duplicate this collaboration room" from the Administration Tools menu. If you use this option you will not have to cut and paste the map information

How to duplicate a collaboration room

Follow these steps to duplicate a collaboration room.

Step	Action
1.	When you are in the room which is to duplicated, click on Tools button: **Result:** The Tools menu displays. 
2.	Highlight Room Management. **Result:** The Room Management Menu displays. 

Step	Action
3.	Select Duplicate this collaboration room. **Result:** The dialog box to name and create the duplicate room displays.
4.	Follow the naming rules for archive rooms. **Example:** This is the daily archive of the Incident room for the BowenvaleTimorStateForestArchive_27_10_14 
5.	Click on the Create room button. **Result:** A duplicate room is created as the archive room.

11.2.3 Export Room

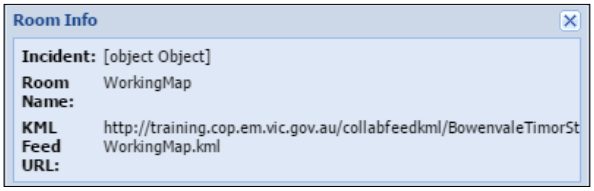
Use this option when you want to export the information in a room for use in another mapping tool. The room can be exported in the following formats:

- Static Keyhole Markup Language (KML)
- Compressed Keyhole Markup Language (KMZ)
- ESRI Shape file pack (ZIP)

The KML and KMZ files are compatible with a wide range of mapping tools including Google Earth. ESRI Shape files are compatible with ArcGIS and Open Street Map.

11.2.4 Get Room Info

Provides details of the KML Feed URL for the room you are in. Here is an example



The KML Feed URL is a feed to the room that can be used to display the room in a compatible application such as Google Earth.

11.3 Copy drawings from Workspace

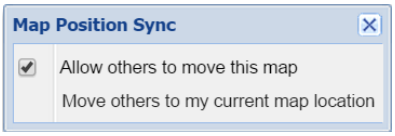
This option is a convenient short cut that allows you to take a copy of the drawings in your workspace and copy them into the room you are currently in as a single click.

11.4 Enter Presentation Mode

Puts EM-COP in a full screen mode suitable display on a big screen or for projecting onto a wall.

11.5 Show Map Sync Options

Allows you to show or hide the **Map Position** Sync window on the main map screen.



11.6 Email Feedback Report

Allows you to record and submit feedback on the use of EM-COP. Use this to record:

- Ideas for better ways to use EM-COP
- Suggestions for enhancements to EM-COP
- Problems encountered using EM-COP

11.7 View Announcements

Displays the announcements page which shows news and updates regarding EM-COP. This is the same page as shown on the login screen.

11.8 Administration

There are three specific administration tasks. They are:

- settings for Users: enable or disable
- archiving for Incidents, and
- create, edit or delete Announcements

11.9 Print This Map

Allow you to print the current map view. Depending on your web browser, you may need to switch to landscape, adjust paper size and turn on colour. Refer to your browser documentation for specifics.

12. Using EM-Log

Introduction

The EM-Log is accessed from EM-COP. It is a global log for information that has statewide significance beyond an individual incident.

In this section

These topics are explained in this section:

Topics	See Page
What is EM-Log	69
Logging in to EM-Log	69
List Entries	69
List Linked Entries	70
Search and Filter Entries	70
Add an Entry	71
Accessing File Attachments	72
Copy Text from an Entry	72
Edit An Entry	72
Add an update linked to an existing Entry	73
Link an Entry to another Entry	73
Unlink an Entry from another Entry	73
View User Details	73
Auto Refresh	73
Data Connection Monitoring	73
Sound Notification	73

DRAFT

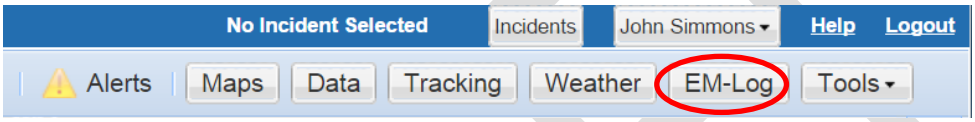
12.1 What is EM-Log?

EM-Log is used for recording key operations and safety information, intelligence or other messages that have state wide or regional significance and are not geo-spatial. It can be accessed from a desktop or mobile device and allows you to:

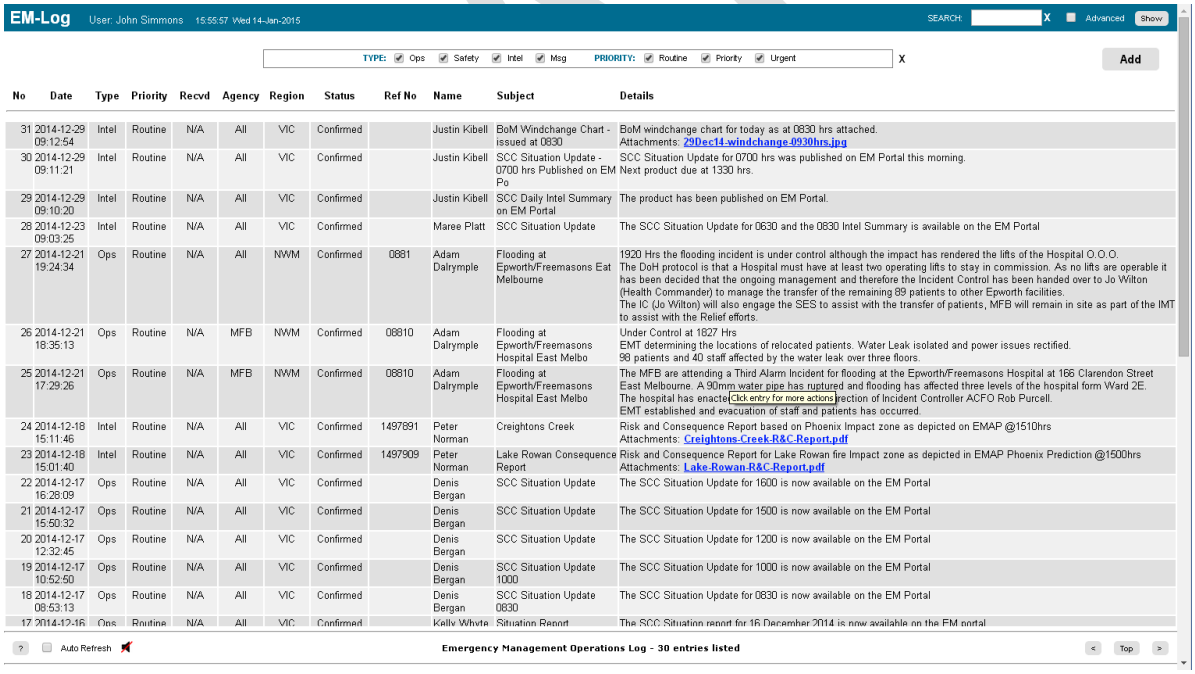
- list entries in the log.
- search and filter entries.
- add a new entry with up to 3 attachments.
- add a new entry linked as an update to a previous entry.
- edit an entry that you created.
- link existing entries together / unlink entries.
- view and download attachments.
- view details of the user who added the entry.

12.2 Logging into EM-Log

To see the log, click on the EM-Log button on the right hand side of the tool bar.



Result: A New Tab opens displaying EM-Log.


EM-Log
User: John Simmons 15:55:57 Wed 14-Jan-2015
SEARCH:
Advanced
Show
TYPE: Ops Safety Intel Msg
PRIORITY: Routine Priority Urgent
Add
No Date Type Priority Recvd Agency Region Status Ref No Name Subject Details
31 2014-12-29 09:12:54 Intel Routine N/A All VIC Confirmed Justin Kibell BoM Windchange Chart - issued at 0830 BoM windchange chart for today as at 0830 hrs attached. Attachments: 29Dec14-windchange-0930hrs.jpg
30 2014-12-29 09:11:21 Intel Routine N/A All VIC Confirmed Justin Kibell SCC Situation Update - 0700 hrs Published on EM Po SCC Situation Update for 0700 hrs was published on EM Portal this morning. Next product due at 1330 hrs.
29 2014-12-29 09:10:20 Intel Routine N/A All VIC Confirmed Justin Kibell SCC Daily Intel Summary on EM Portal The product has been published on EM Portal.
28 2014-12-23 09:03:25 Intel Routine N/A All VIC Confirmed Maree Platt SCC Situation Update The SCC Situation Update for 0630 and the 0830 Intel Summary is available on the EM Portal
27 2014-12-21 19:24:34 Ops Routine N/A All NWM Confirmed 0881 Adam Dalrymple Flooding at Epworth/Freemasons Eat Melbourne 1920 Hrs the flooding incident is under control although the impact has rendered the lifts of the Hospital O.O.O. The DoH protocol is that a Hospital must have at least two operating lifts to stay in commission. As no lifts are operable it has been decided that the ongoing management and therefore the Incident Control has been handed over to Jo Wilton (Health Commander) to manage the transfer of the remaining 89 patients to other Epworth facilities. The IC (Jo Wilton) will also engage the SES to assist with the transfer of patients, MFB will remain in site as part of the IMT to assist with the Relief efforts.
26 2014-12-21 18:35:13 Ops Routine N/A MFB NWM Confirmed 08810 Adam Dalrymple Flooding at Epworth/Freemasons Hospital East Melbo Under Control at 1827 Hrs EMT determining the locations of relocated patients. Water Leak isolated and power issues rectified. 98 patients and 40 staff affected by the water leak over three floors.
25 2014-12-21 17:29:26 Ops Routine N/A MFB NWM Confirmed 08810 Adam Dalrymple Flooding at Epworth/Freemasons Hospital East Melbo The MFB are attending a Third Alarm Incident for flooding at the Epworth/Freemasons Hospital at 166 Clarendon Street East Melbourne. A 90mm water pipe has ruptured and flooding has affected three levels of the hospital form Ward 2E. The hospital has enacte Click entry for more actions irection of Incident Controller ACFO Rob Purcell. EMT established and evacuation of staff and patients has occurred.
24 2014-12-18 15:11:46 Intel Routine N/A All VIC Confirmed 1497891 Peter Norman Creightons Creek Risk and Consequence Report based on Phoenix Impact zone as depicted on EMAP @1510hrs Attachments: Creightons-Creek-R&C-Report.pdf
23 2014-12-18 15:01:40 Intel Routine N/A All VIC Confirmed 1497909 Peter Norman Lake Rowan Consequence Report Risk and Consequence Report for Lake Rowan fire Impact zone as depicted in EMAP Phoenix Prediction @1500hrs Attachments: Lake-Rowan-R&C-Report.pdf
22 2014-12-17 16:28:09 Ops Routine N/A All VIC Confirmed Denis Bergan SCC Situation Update The SCC Situation Update for 1600 is now available on the EM Portal
21 2014-12-17 15:50:32 Ops Routine N/A All VIC Confirmed Denis Bergan SCC Situation Update The SCC Situation Update for 1500 is now available on the EM Portal
20 2014-12-17 12:32:45 Ops Routine N/A All VIC Confirmed Denis Bergan SCC Situation Update The SCC Situation Update for 1200 is now available on the EM Portal
19 2014-12-17 10:52:50 Ops Routine N/A All VIC Confirmed Denis Bergan SCC Situation Update 1000 The SCC Situation Update for 1000 is now available on the EM Portal
18 2014-12-17 08:53:13 Ops Routine N/A All VIC Confirmed Denis Bergan SCC Situation Update 0830 The SCC Situation Update for 0830 is now available on the EM Portal
17 2014-12-16 Ops Routine N/A All VIC Confirmed Kelly Whyte Situation Report The SCC Situation report for 16 December 2014 is now available on the EM portal
Auto Refresh
Emergency Management Operations Log - 30 entries listed
Top

12.3 List entries

Entries in EM-Log are shown in date order, latest first, 30 to a page.

- Click **Show** in the top right corner of the screen to show the latest entries in EM-Log.
- The list shows the log entry number, date and time each entry was created, who created it, attributes and the entry subject and details.
- Any web or email links in the detail text will be shown as underlined.
- If an entry has attachments, these will be also shown as underlined links under the detail text.

- Use the buttons at the bottom right of the page to move backwards or forwards through the list and to jump directly to the top of the list.

12.4 List linked entries

Linked entries are used to group related entries together and are marked with a yellow background against the entry number. To list all entries linked to a yellow marked entry,

- Click anywhere in the entry line (except on an underlined link) to show the **Actions** menu.
- Click **Show linked entries** to list just the entries linked to that entry in date order, latest entry first. Depending on the entry clicked, there may be entries above and below in the list.
- Click **Show** to return to the full list.

12.5 Filter entries

Entries can be filtered on type, priority, received, agency, region and status. To filter,

- Click to tick the required checkboxes in the displayed filter. The list will immediately update to match the new filter settings.
- Click a column heading to change the displayed filter,. Alternatively, hover the mouse over the filter box and use the scroll wheel to cycle through the filters. Note that at least one checkbox in each group must be ticked.
- Click the filter name to tick all checkboxes for that filter.
- Click the **X** on the right side of the filter box to remove all filters. This will tick all checkboxes in all filters.

12.6 Search entries

Entries can be searched for specific text. To perform a **Simple Search**,

- Enter three or more characters in the top search box
- Click **Show**.

Entries with these characters anywhere in the user name, reference number, subject or details and matching any filters set will be listed. The search is not case sensitive, so capitals or lower case or any mixture will work. The search text can also be left blank to return all entries matching the filters.

To quickly search for your entries, click on your **user name** in the top bar. To quickly search for just today's entries, click on **today's date** in the top bar. Please note that any filters set still apply.

Click on the **SEARCH** label to the left of the search box to access the Search menu. This menu has preset searches for your userename, for the current day and for all entries. Please note that any filters set still apply.

For more complex searches or to find entries on particular dates, use Advanced Search by ticking the **Advanced** checkbox.

12.6.1 Advanced Search

To perform an **Advanced Search**, tick the **Advanced** checkbox then:

- enter search terms in both search boxes
- select an option in the box to link the terms together as follows:
  - **AND** finds entries containing both search terms.
  - **OR** finds entries containing either search term.
  - **NOT** finds entries containing the first search term but not the second.
  - **TO** finds entries between two dates.

12.6.2 Date Search

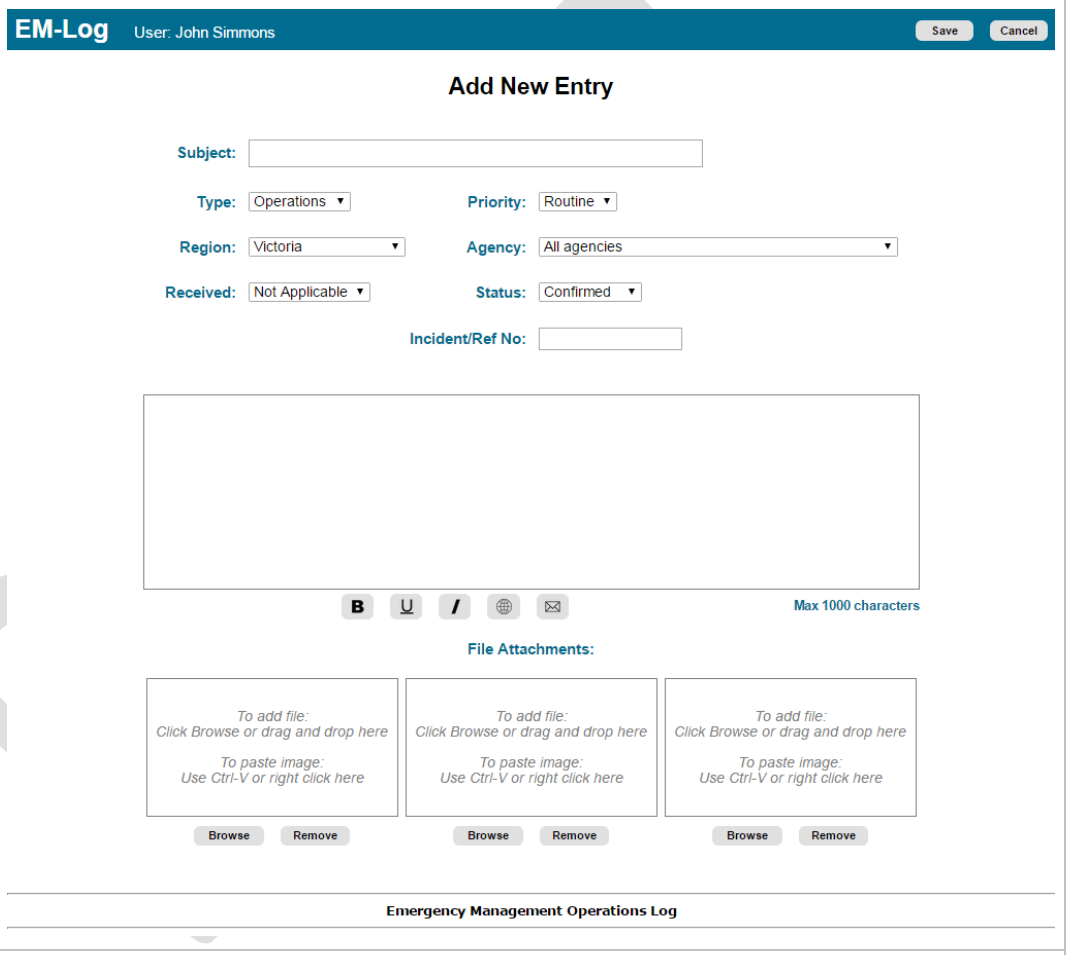
When **TO** is selected, enter dates in the search boxes in the format YYYY/MM/DD. The date range used for the search is inclusive. By default, the dates are set to return entries for today. If the left search box is blank, the search will return all entries up to and including the date in the right search

box. Similarly, if the right search box is blank, the search will return all entries starting from the date in the left search box up to today. If both search boxes are blank, no dates are used in the search.

If supported by your browser, calendars will be enabled in the search boxes to allow easy selection of dates. Hover over the search boxes to select a date from the calendar by clicking the ▼ icon in the search box or to delete a date by clicking the **X** icon.

12.7 Add an Entry

Follow these steps to add an entry to EM-Log.

Step	Action
1.	Click [Add] in the top right corner of the screen. **Result:** The Add New Entry window opens in another Tab. 
2.	Complete the following fields: ❑ Subject ❑ Select from the drop lists: ▪ Priority ▪ Region ▪ Agency ▪ Received ▪ Status ❑ Incident number

Step	Action
3.	Type in the entry details. ❑ Use the **B** U I buttons to add bold, italics or underline ❑ Use the buttons to add web links or email links. ❑ Up to 1000 characters can be entered, including any hidden format characters for formatting and links.
4.	Do you want to attach a document? ❑ Use **Browse** to select from a File dialog box. ❑ Alternatively, drag and drop from the desktop or an open file folder. ❑ If you are using Chrome. You can also paste a screen image capture. ❑ Up to 3 files or screen captures can be attached to each entry. ❑ Use **Remove** to remove an attachment.
5.	Do you want to save your entry in EM-Log? ❑ If **yes**, click **Save** in the top right corner. **Result:** Save complete message displays, go to Step 6. ❑ If **no,** click **Cancel** in the top right corner
6.	Click OK. **Result:** Your entry is saved to EM-Log

Attachments will be shown underlined in blue in the details column of the log after you save them. Other users can click the link to view or download a copy of the attachment. Size is limited to 10Mb per attachment.

12.8 Accessing File Attachments

To access file attachments in an entry:

- ❑ Click an attachment link in an entry to show the File box.
- ❑ Click **View file** to view the attachment in a new browser tab.
- ❑ Click **Download file** to download the file to your local PC or device.
- ❑ Click **Get file link** to display a link to the file.

You can select and copy this link and paste it to an email or other document. This provides a direct link to access the file attachment without using EM-Log.

12.9 Copy Text from an Entry

You can copy and paste text from a log entry. This allows information to taken from an entry for use in another document. Simply click and drag to select the required text. You can also select across multiple columns and entries. The table and other formatting will be preserved when you paste into an application that recognises formatting, such as a word processor.

Please note that links to file attachments will not be included in the copied text.

12.10 Edit an Entry

You can only edit an entry that you created.

- ❑ Click in the shaded entry line (except on an underlined link) to show the **Actions** box.
- ❑ Click **Edit this entry** to show the Edit Entry screen with the details of the entry pre-filled.
- ❑ Modify the entry as needed

- Save the entry

This can also be used to add or remove an attachment. If you add a new attachment over a previous one, the previous attachment will be lost.

12.11 Add an update linked to an existing entry

To add a new entry as an update linked to an existing entry,

- Click in the entry line to show the **Actions** box.
- Click **Link update to this entry** to show the Update Previous Entry screen with the details of the most recently linked entry pre-filled. This could be an entry later than the one you clicked.
- Modify the entry as needed
- Save the entry

Entries that are linked will be marked in the list with a yellow background for the entry number.

12.12 Link an entry to another entry

You can link entries together after they have been created. To link an entry to another,

- Click in the shaded line of the first entry to show the **Actions** box.
- Click **Mark entry for linking**. This will mark the entry with a dark blue background over the entry number.
- Click in the shaded line of the second entry to show the **Actions** box.
- Click **Link to marked entry**.

The linked entries will then be displayed. Please note that you cannot link the second entry if it is already linked to another entry.

12.13 Unlink an entry from another entry

To unlink an entry,

- Click in the entry line to show the **Actions** box.
- Click **Unlink this entry**.

The entry will then be unlinked. Any other linked entries in the group will remained linked.

12.14 View user details

The **Actions** menu also allows you to view details of the user who added the entry and includes a map showing the location from where the entry was added. The availability of location data depends on the device used to create the entry.

12.15 Auto refresh

The **Auto Refresh** checkbox in the left side of the footer controls whether the log automatically refreshes. When Auto refresh is enabled, NEW is displayed at the top left corner of the main screen after a new entry is added to the log. The browser tab will also flash NEW. Click **Show** to acknowledge and remove this display. Auto refresh is turned off by default when using EM-Log on a mobile device to minimise potential cellular data charges.

12.16 Data connection monitoring

Auto Refresh also controls monitoring of the data connection. If the connection is lost, OFFLINE is displayed at the top left corner of the main screen. Click **OK** on the pop-up alert box to acknowledge the loss of connection. The display will clear when the data connection is restored.

12.17 Sound notification

The **Sound** symbol in the left side of the footer controls sound notifications for new entries and loss of data connection. Click this symbol to turn sound notifications on and off.

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Revision History

Document Name	EM-COP User Guide
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Revision Date	**Amendment Detail**
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End of Document

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